osConcert

visual on-line seat reservation

User Manual

V6 | Sep-12

CARTZONE
UNIQUE SHOPPING CARTS

Welcome to osConcert 5
Please Read –*yes, this is important…!* 6
Quick set-up of osConcert 7
DEVELOPERS: 7
osConcert – *Administration interface* 8
Beginners set-up of osConcert 9
1. Shop Setting 10
General Shop Settings 10
Store Name 10
Store Owner 10
Email Address 10
Email From 10
Country 10
State/Province 11
Send Admin confirmation and Extra Order… 11
Store Address and Phone 11
Default Theme 11
Company Logo 11
Date Display to display dates 11
Server Date off-set 11
We are selling seats as Products 11
Time format to display time 11
Advanced Shop Settings - Customers 12
Customer Accounts fields 12
DEVELOPERS: 12
To enable Customer Account Fields 13
To create new Customer Account Field: 13
To edit a Customer Account Field 13
DEVELOPERS: 15
2. osConcert Settings 16
OsConcert version 17
Enable PDF E-tickets 18
E-Ticket Delivery Status 18
Display PDF for delivery status 18
Currency Left Symbol 18
Enable “How to” guide 18
Hide choose Billing Address 19
Hide Delivery Address 19
Seat Plan Cache 19
Expand Menus List 19
Seatplan Live Logging 20
DEVELOPERS: 20
Seatplan Timeout 20
Seatplan Refresh 20
Google Analytics account 20
Seatplan Requires Login 20
Add Extra Fields 20

DEVELOPERS: 20
Add Social Networking 20
Purchase without an Account 20
Maximum quantity in cart 20
Disable creating account entirely? 20
Show subcategory count 21
Codereadr API Active 21
Codereadr API Ticket logo 21
Codereadr API Key 21
Codereadr Barcode Size 21
Codereadr Invalid Ticket 21
Codereadr Not Released 21
Cine Style Images 21
DEVELOPERS: 22

3. Products - *introduction* 23

Shows 24
Editing the Show image 24
(Category name =back-end) 25
(Category heading title =front-end) 25
(Description) 25
Category Image (for front-end) 25
Delete a Show image 25
Master Quantity 26
Advanced Show editing 30
Alternative Edit Categories 30
DEVELOPERS: 31

4. Marketing 32

Marketing Templates. 32
Admin User Manipulation - Template 33
Admin User Password Remember – Template 34
User Creation -Template 35
Customer Password Remember - Template 36
Message to All Customer -Template 37
Customized Invoice Page – Template 38
Contact Us –Template 39
Product Sale –Template 40
DEVELOPERS: 40
Social Networking 41
Add social bar 41
Twitter ID 41
Facebook ID 41
Linkedin ID 41
Googleplus ID 41
DEVELOPERS: 41

5. Sales 42

Sales Discount-Coupons 42
Emailing Discount Coupons 44
Discount Reports 46
Discount Usage 46
Discount History 46
Sales Report 47
On Line Sales Report 47
PDF Sales Report 48
Excel Sales Report 48

6. Payments 49

Currencies 49
Setting up a New (default) Currency 50
Title 50
Code 50
Symbol Left (front end) 50
Symbol Right (front-end) 50
Decimal Point 50
Thousand Point 50
Value 50
Editing a Currency 51
Displaying Currencies (front end) 52
Payment Selection (at Front End) 53
Payment, Order Status and Ticket Delivery 54
Payment Module Inclusions/Exclusions 54
Installing Payment Modules 55
Deleting a Payment Module 55
Payment Modules – introduction 56
Cheque/Money Order 56
COD (Cash On Delivery) 57
Paypal/Paypal Credit Cards (IPN) 58
Box Office 60
Free Payment 61
Authorize.net 62
Credit card by Beanstream 63
Wallet Payment. 64
PayPal PayFlow 65
Tax Module – introduction 66
Tax – Setting up 66
Tax-GEO zones introduction 67
Tax Classes – Adding a new Tax Class 68
Tax – Adding a new Tax Rate 69
Setting up a Service or Booking fee 70
Tax – Amount/Display Settings 71
Tax Decimal Places 71
Display Prices with Tax 71
Order-Totals Module 72
Deleting a Tax or Service Charge 73

Tickets **74**
Ticket Background Image 75
Ticket Fonts 75
Ticket Placeholders 75
Ticket Printing 76
Ticket – Clear from your server 76

7. Concert Details 77

Edit a SHOW **78**
ID 78
Active 78
Name 78
Heading 78
Description 78
Venue 78
Time 78
Date ID 78
Edit Prices of a complete show/category **79**
How to arrange SHOWs in a sort order for the Front End menu. **79**
How to reset after the show has ended **80**
DEVELOPERS: **80**

8. Home Page Edit (CMS) 81

DEVELOPERS: **81**
Image for Home page; **81**

9. Static Pages (CMS) 82

Ticket Delivery **83**
Privacy Notice **84**
Terms of Service **85**
About us **85**

10. Additional Notes: 86

My Account (Admin) **86**
Amount Rounding Factor **86**

11. More resources: <*under construction*> 87

Seat Plan Listings and Concert settings 87
Sales and Orders 87
CMS and marketing 87
Payments and delivery 87
Discount set up 87

12. Contact Cartzone UK-*the creators of osConcert* **88**

Welcome to osConcert

osConcert was originally devised as an online visual reservation self-hosted software to help users manage their seat bookings. Our newest technology combines multiple venues for your Visual Reserved Seating and also allows you to create unlimited 'General Admission' events.

Creating and integrating your Visual Seat-plan Layouts is the service we provide. Our osConcert team guarantees a perfectly LOADED system. Tampering with the Visual Seat-Layouts is NOT recommended. Our support is fast, free and with over four years of experience.

OsConcert is an adapted php open source shopping cart software that can be customized by you or your developers. Some of the original features may well be useful for developers so we have preserved the code. Note that deep within the software there are sections that remain hidden and that are not part of the standard osConcert software package. *Be very careful when digging deeper in the settings*, take notes of any changes you make that are outside of this guide. If you break the functionality you may need to revert back to the default set up.

This User Manual is focusing on getting started with osConcert and explains the sections that your project may require. Throughout this User Manual we refer to our separate on-line PDF guides. For Developers, at each chapter, we state customized 'Developers' notes. Contact us for more Technical Developers Support

Especially first time users, PLEASE take your time to read this 'User Manual' carefully. Email us any questions you may have; osConcert support

Try to understand and enjoy the simple features that this User Manual explores and we are sure that your business will be a success!

Please Read –*yes, this is important…!*

Your ultimate goal is to allow your visitors to choose seats, register an account (which is optional) and then to make an order for the products they have added to their shopping basket. Note that 'Seats are Products' and osConcert will help you to monitor the products sales or reservations as a visual aid. osConcert can also generate a sales report in the format of an Excel or PDF file.

For every order we must have an order status. This order status is governed by the payment method. The difference between these order statuses is **very important**; a 'Pending' status will tell us that we are *waiting* for full payment to be made for that order and a 'Delivered' status should tell us that payment for that order is *completed*.

osConcert is popular for its sales of E-Tickets in PDF format. Normally, you should only allow release of PDF E-tickets when an order has a status of 'Delivered'

Now you know there is 'Pending' and 'Delivered'. As an Administrator you can update each order accordingly and the results will be reflected in the osConcert SALES report.

While every SHOW that you enable in osConcert will have a unique DATE ID, in this latest version of osConcert you can now use the osConcert-report to filter ALL the sales with a status of 'Delivered' and download that report as a list in Excel or PDF format.

Finally, for every 'Reserved' seat you see in the front end SHOW, each of the seats should be noted as 'Delivered' anything 'Pending' must be attended to. If you do not have completed payment you may consider deleting the order and returning the seats back in stock.

Quick set-up of osConcert

For advanced users, *or those in a hurry*, please follow the following quick-set up steps;

Step-1. Personalize Shop Settings
Admin>Shop Settings>General

Step-2. Customize the Sign-Up Form
Admin>Shop Settings>Advanced>Customers

Step-3. Server-Time-Offset
Admin>Shop Settings>Server-time-offset

Step-4. Edit Static Pages, edit the default complimentary text(s) or write your own
Admin>CMS

Step-5. Home page edit, delete the default osConcert homepage
Admin>CMS>Homepage

Step-6. Edit Customer email receipt as well as the rest of the marketing templates
Admin>Marketing>E-Marketing>products>Product Sale

Step-7. If you plan to provide PDF E-Tickets for download, enable e-tickets then configure your E-Ticket
Admin>Quick Links>Ticket>Edit Event Ticket

Step-8. Set up a payment module. Use Check/Money Order to test or rename a module as a non-payment reservation module
Admin>Payment>Payment Gateways

Step-9. Set up a Tax, Booking Fee or a Discount module. Then enable (these) module(s) in the Order Totals module. Ensure you first disable all modules first, then re-enable 1 by 1.
Admin>Payment>Payment Gateways>Advanced>Order Totals

Step-10. Edit your shows, venue etc in Concert Details. ***IMPORTANT!*** use a unique DATE ID for each show, ***ONLY THEN*** edit prices
Admin>Concert Details

Step-11. Set up the correct default currency
Admin>Shop Settings>Advanced>Currencies

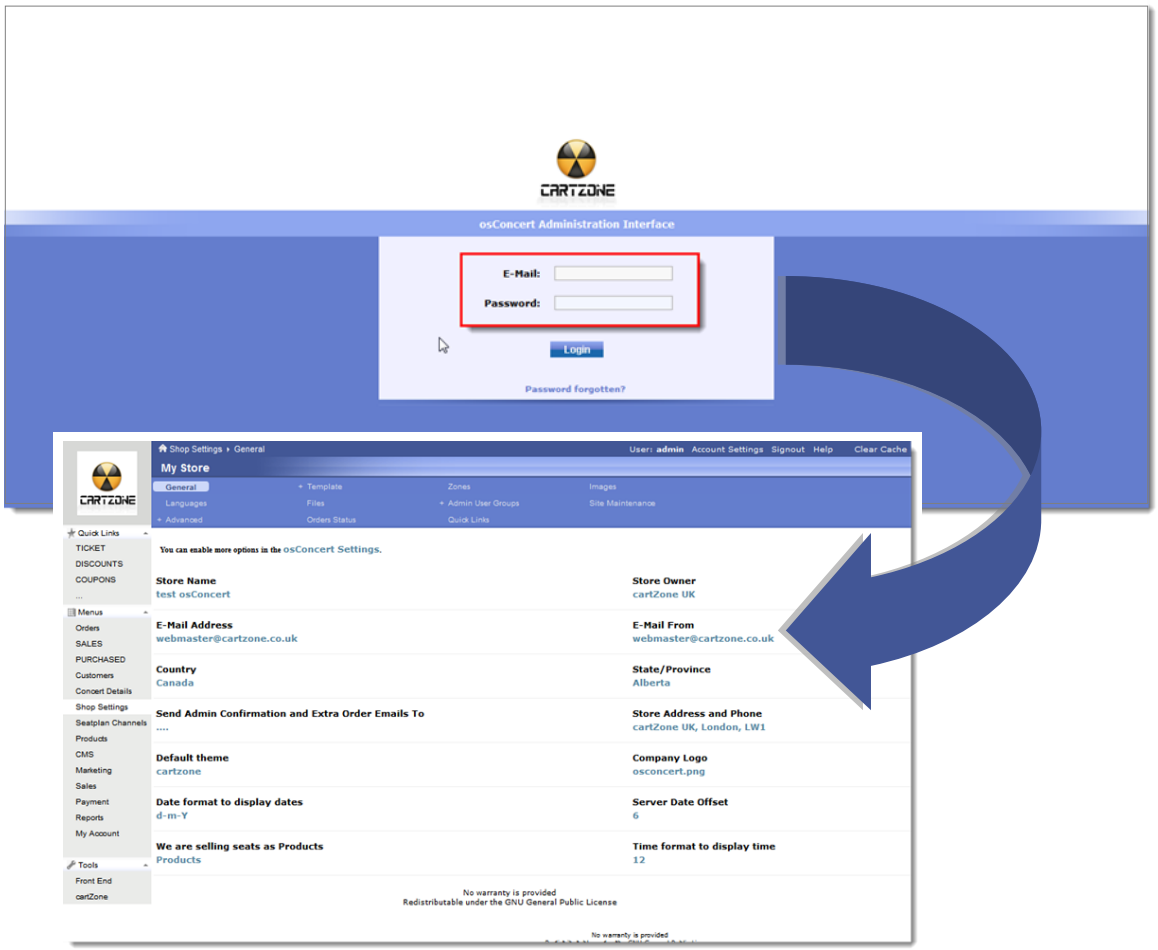
DEVELOPERS:
Please see the Table of Content with all DEVELOPERS comments.

osConcert – *Administration interface*

After a successful installation of the osConcert package, log-in to the osConcert Administration Interface or Admin.

Alternatively, open your internet browser and browse to the osConcert Administration Interface; www.yourdomain/osconcert/admin (where 'osoncert' is the name of your application directory)

For info about the installation of the osConcert software package, please view the osConcert installation video. Use the (administrator) email address and Password that you created during installation of the osConcert software package.



Beginners set-up of osConcert

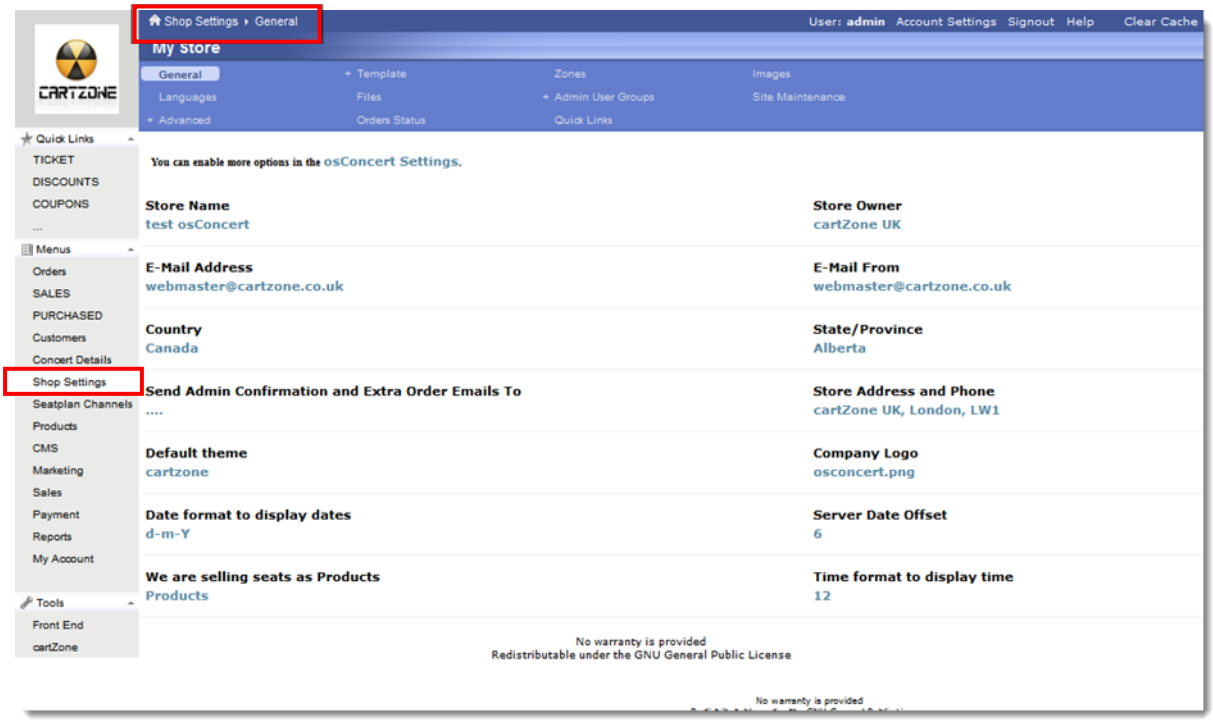
We suggest beginners to osConcert to go through the following steps;

1. Shop Settings
2. osConcert Settings
3. Products
4. Marketing
5. Set up Payment Module
6. Concert Details
7. Home Page edit (CMS)
8. Edit Static Pages (CMS)

1. Shop Setting

In *Admin>Shop Settings* you set all shop-related information that is both visible on the front-end and -if you decide to do so, in the emails that osConcert sends automatically for new orders and users registration.

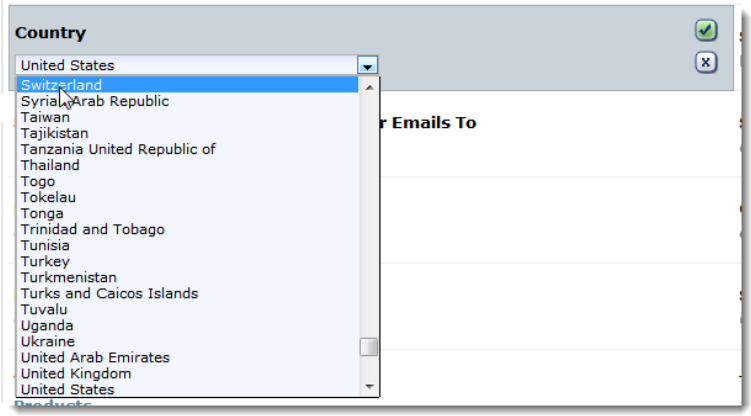
From the Left (-side) Menu, select SHOP SETTINGS. *Admin>Shop Settings>General*



General Shop Settings

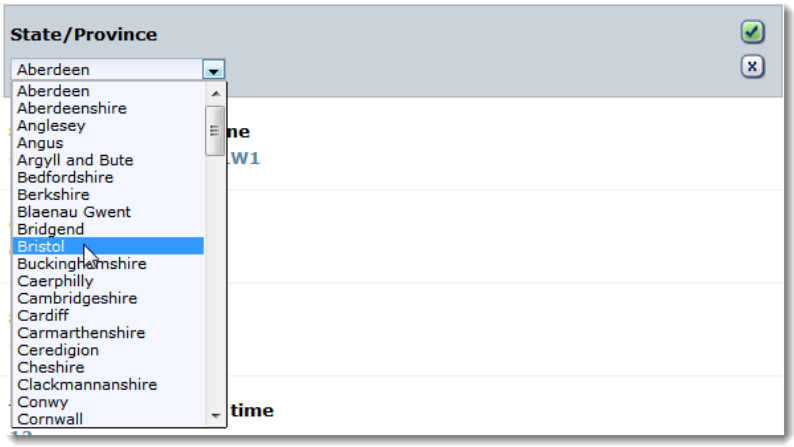
In the General section of SHOP SETTINGS edit **ALL** references to Cartzone, email addresses, links and change these with your own;

Store Name	Use the Store Name to identify both the Front and Back End. Handy feature if you manage several different osConcert shops simultaneously. No limit.
Store Owner	Type here the name of your store. No limit.
Email Address	**IMPORTANT!** Do NOT FORGET to edit.
Email From	**IMPORTANT!** Do NOT FORGET to edit.
Country	Select country from pull-down and click the save button



State/Province

Set country first, and then select State/Province (zone) from pull-down. Click the save button to save your selection.



Send Admin confirmation and Extra Order…

Set this field to receive order confirmations to your mailbox. Separate multiple emails with a comma.

Store Address and Phone

Edit to display Store address and Phone number(s). Can be left empty.

Default Theme

Select a template from the drop down list.

Light =Cartzone (default)
Dark = Blackzone).

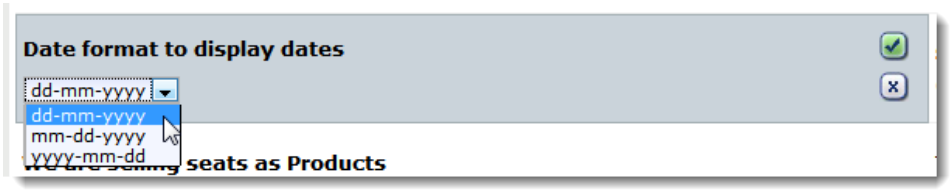
Company Logo

Must be .png format. There is no forcible limit to the image size, just a recommended limit of 200px (W). NOTE:: this image will be used throughout the site and email responses so keep it small and neat.

Date Display to display dates

Click and select from the pull down a date format.

Default= dd-mm-yyyy



Server Date off-set

Set your time-zone based on GMT. This time is used for log files and for example in confirmation emails.

We are selling seats as Products

Items Sold in the shop are ‘Seats as Products’.

Note that osConcert does not support other sections of this software. Use at your own risk.

Default=Products.

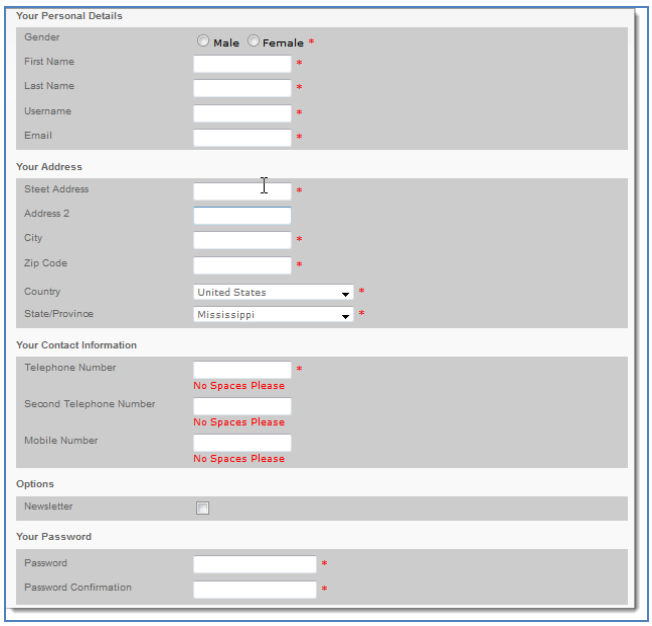
Time format to display time

Click and select either the 12hr or 24hr display option.

Default= 12hr

Advanced Shop Settings - Customers

The Advanced Shop Settings for Customers offers a selection of Customer Account Fields from a list that you want to configure for the registration of new customers at the front-end (see below). Also, osConcert will use these Customer Account fields for fields in automatic emails and orders.



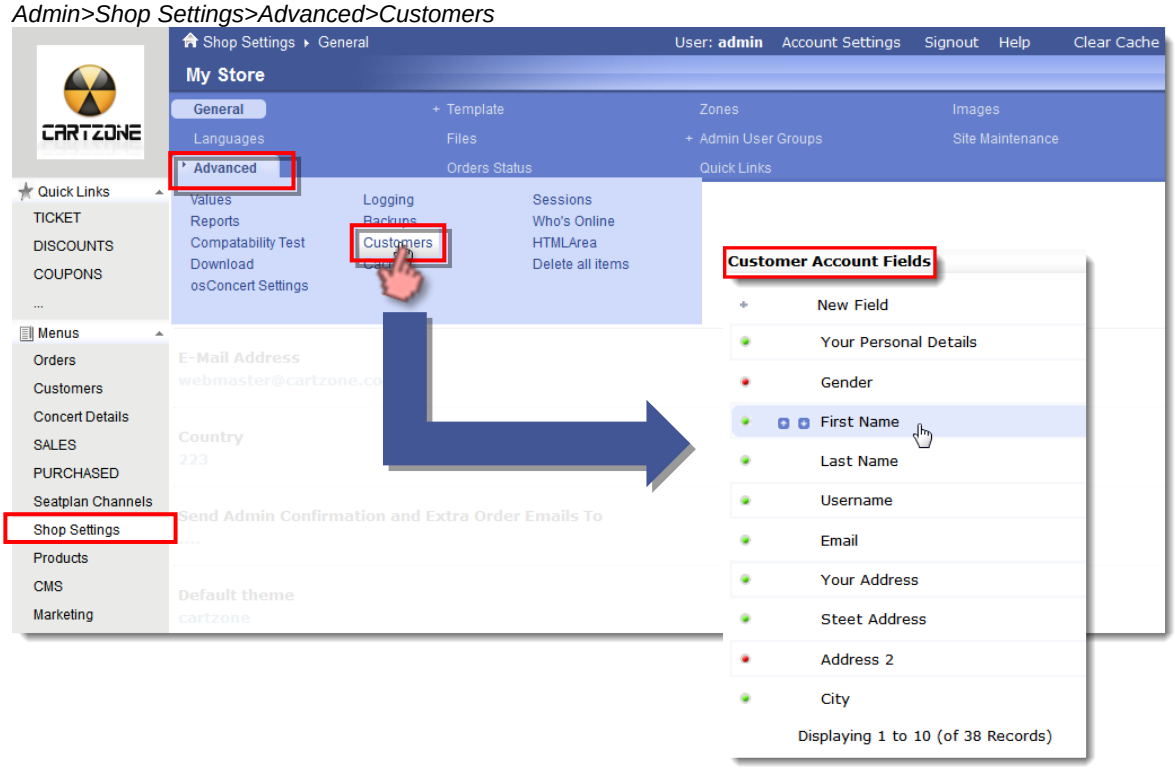
Customer Accounts fields

osConcert has all common Customer Account Fields pre-installed (stored on several pages), which can be enabled and edited, including making Customer Account Fields required to be filled out by new customers.

IMPORTANT! Customer account Fields can be reduced to a bare minimum but Country/State is needed for payment modules to function.

DEVELOPERS: To eliminate the country field make a default country in table structure 'address book'

Admin>Shop Settings>Advanced>Customers



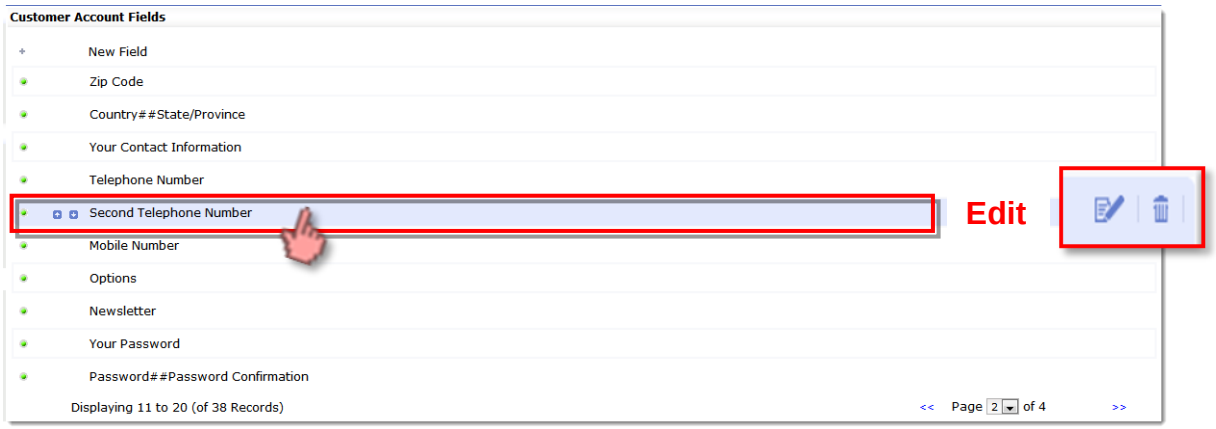
To enable Customer Account Fields
Click the respective field-tab and change the display STATUS by clicking the GREEN bullet.

To ease managing the (enabled) Customer Account Fields, it is possible to change the listing sequence of the Field-tabs by clicking the small blue UP or DOWN buttons next to the green status bullet.

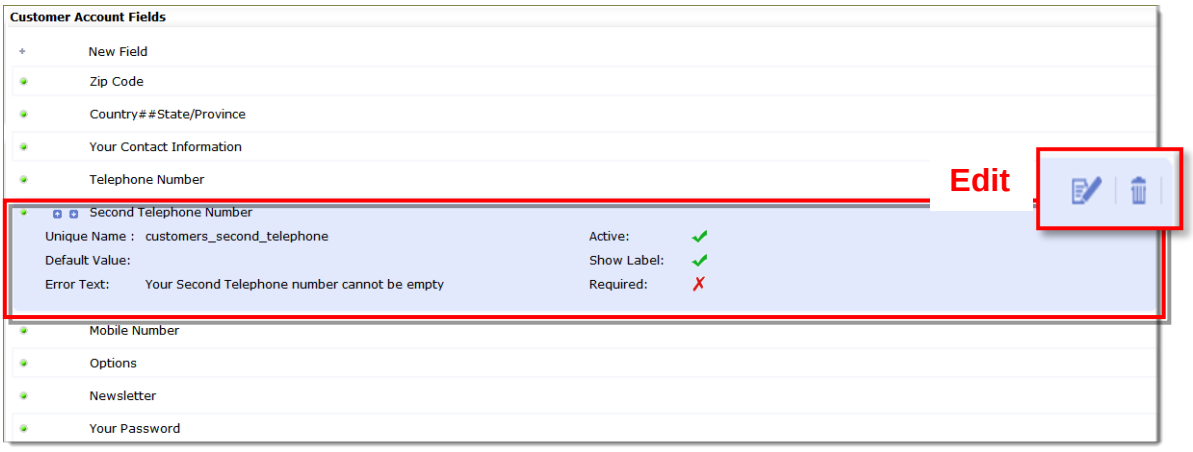
To create new Customer Account Field:
Admin>Shop Settings>Advanced>Customers>Customer Account Fields>NEW.

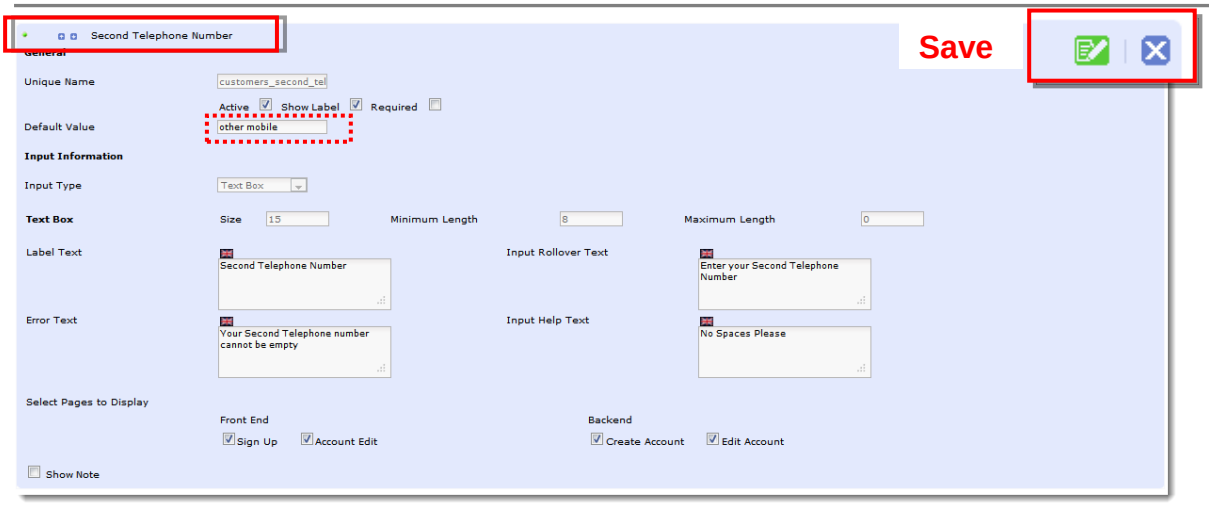
IMPORTANT! Instead of creating a NEW FIELD(s) from scratch, Cartzone recommends to edit 1 of the fields that is not needed.

To edit a Customer Account Field
Select and expand the Field-tab you want to edit and click the EDIT button.



On the expanded tab, a status summary is shown. Click the EDIT button.





General

Status — Use the tick-boxes to set status; *Active* (in order to be used in osConcert emails and orders), *Show Label* (= show front end) and *Required.*

Default Value — This field can be used to show a *greyed text inside* the field at the front end that will be overwritten by the customer, for example “Only Numeric” or “Other Mobile”, see below example.
NOTE: especially when using a Drop-Down menu is it advisable to use here a predefined default-value (eg. a text saying “click for options...”).

Input Information

Text Box — Set Size; Minimum Length and Maximum Length. These values are set when Customer Account Field was created and can be edited. Ask the help of a webmaster to achieve this.

NOTE:; this Text-box can be replaced with a Title, Text Area, Check-Box, Option Button, Drop Down Menu or Custom box. To change the default Text-box, first Delete the Customer-Account-Field then re-create a new Customer-Account-Field and select a Pull-Down-(text)-field. Populate or edit the Pull Down Menu with your own “Option Names” and “Option Values” using the insert/delete buttons.

Label Text — Edit the Label-, Error-, Input Rollover- and Input Help-texts as per your own requirements.

Select Pages to Display

Front End — Tick boxes to show this field at Sign up and Account Edit
Back End — Tick boxes to show this field at Create Account and Edit Account

IMPORTANT! osConcert allows the creation of new and the deletion of all Customer Account Fields all except the COUNTRY and STATE Customer Account Fields. DO NOT DELETE the COUNTRY and/or the STATE Customer Account Fields as these 2 fields are used by osConcert in the payment module and ocConcert will crash if these fields are deleted.

DEVELOPERS:

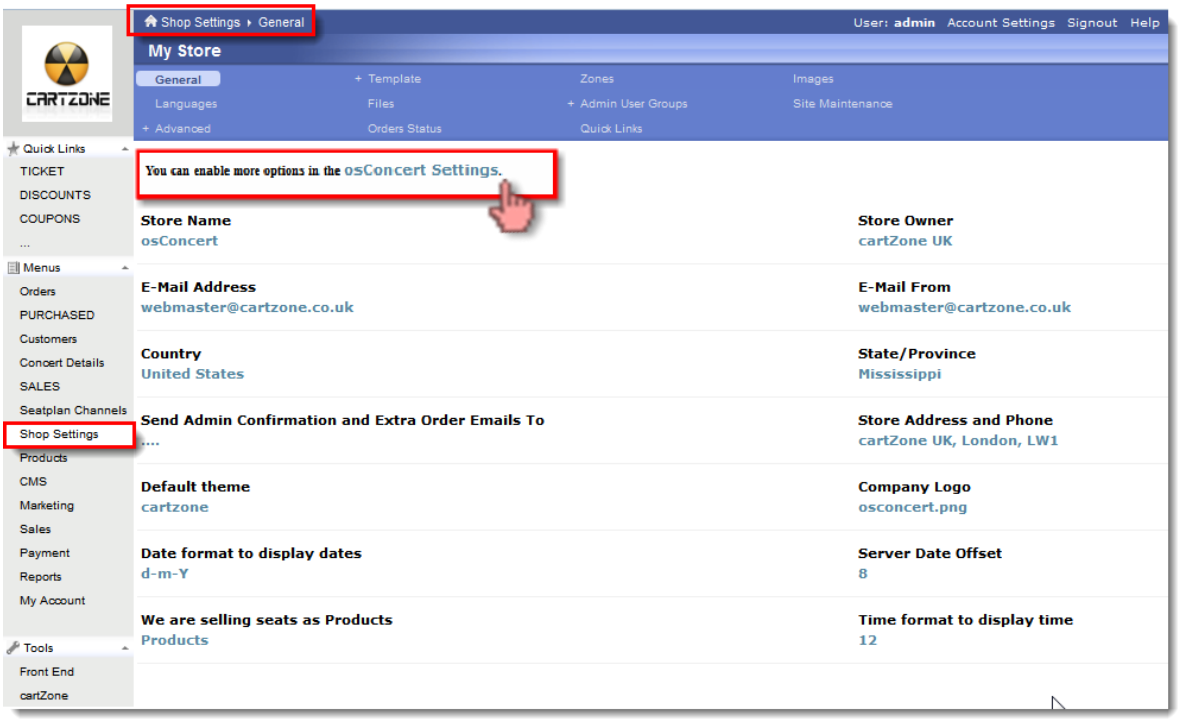
If you select 'Input Type' as 'Custom' you have to write your code to validate and prepare entered values to be stored in database. The following are the needed functions

- For Rendering the Field, create the function 'edit__<uniquename entered>' in *includes/classes/customerAccount.php*
- For retrieving the Field from db, create the function 'getdb__<uniquename entered>' in *includes/classes/customerAccount.php*
- For Validation and preparing field for storage, create the function 'check__<uniquename entered>' in *includes/classes/customerAccount.php*
- For Validation on javascript, create the function 'validation.check__<uniquename entered>' in *includes/javascript/customer_account.js*
- Also without choosing 'Input Type' as custom you are still able to create any of the above functions for your needs. Our Working code adjusts to call your own defined functions
- To eliminate the country field all together make a default country in table structure ‘address book’

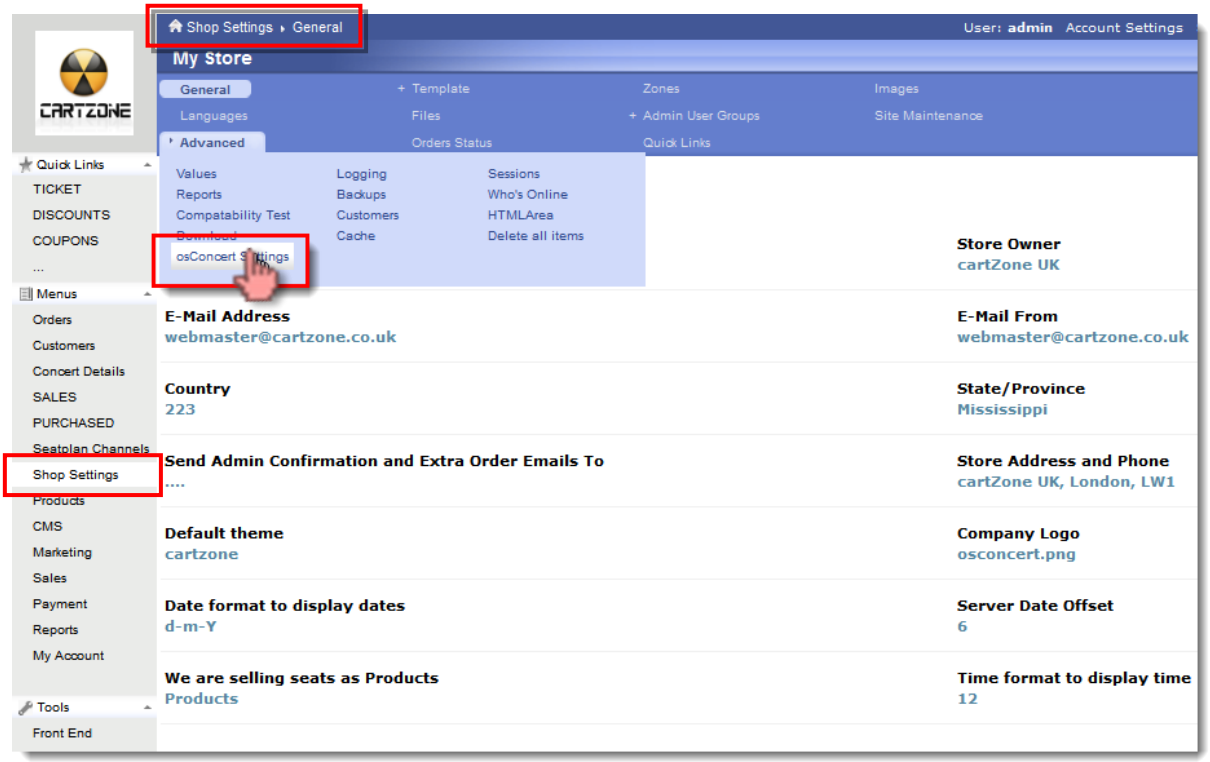
2. osConcert Settings

In the “osConcert Settings” section, you configure *specific* osConcert related settings, switch on/off modules, set and change set *specific* system settings, edit error messages or and not limited to, switch on/off interactions with third party software applications. NOTE: that the osConcert Settings can be accessed in 2 different ways;

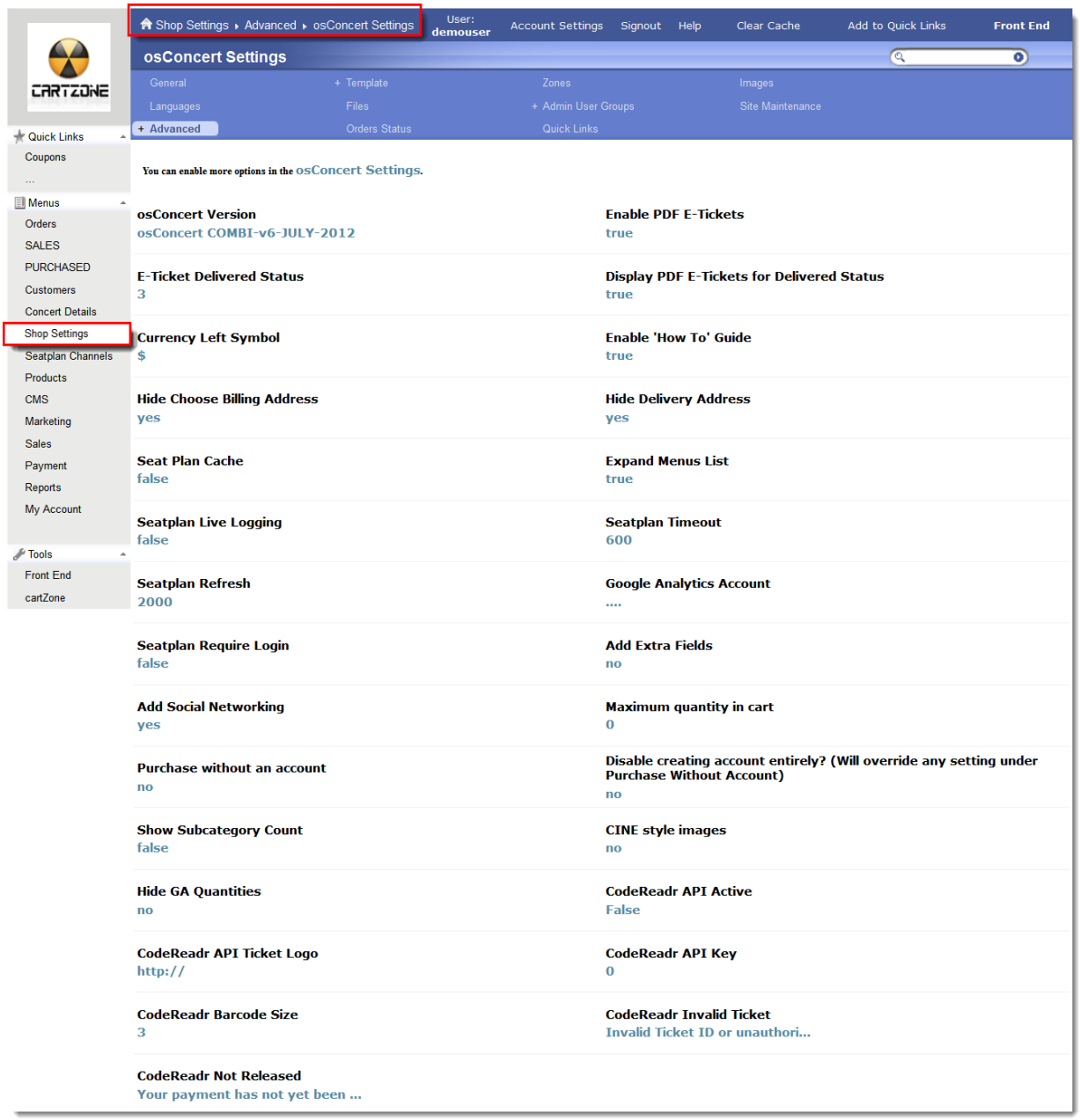
Directly via the short-cut in the header of the SHOP SETTINGS;



And ***alternatively,*** use the (blue) submenu section; *Admin>Shop settings>Advanced>osConcert Settings*;

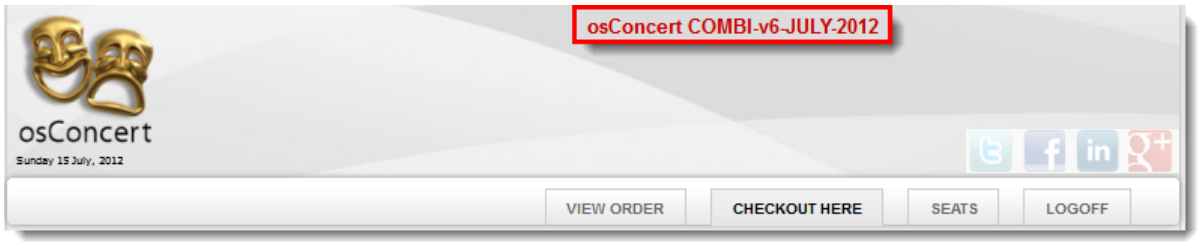


In *Admin>Shop Settings>Advanced>osConcert Settings*, the followings settings can be configured at any time.



OsConcert version

Text in the top margin of the front end. Edit text to suit your needs. Can be left empty. Default= 'osConvert version information….'



Enable PDF E-tickets

Set to “True” will generate PDF E-ticket. Default=true.
See also *Admin>Tickets*

E-Ticket Delivery Status

1=Pending. This means E-tickets are ***not*** delivered automatically by osConcert and you need to send e-tickets manually, for example by snail-mail. osConcert is using the following status codes;
2=Processed. E-ticket will be delivered only after payment is processed.
3=Delivered (=Default status to view E-tickets).

Display PDF for delivery status

Status displays “E-ticket & PDF icon” when payment is delivered and E-tickets enabled. Default=true.

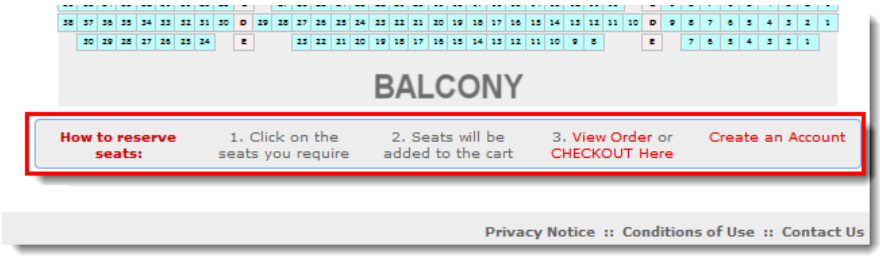
Currency Left Symbol

Text field Currency Symbol on left side of amount *only* on E-ticket. Default=$

Note: Set up for default currency used in osConcert, including decimal settings, abbreviation etc in Admin>Payment>Currencies

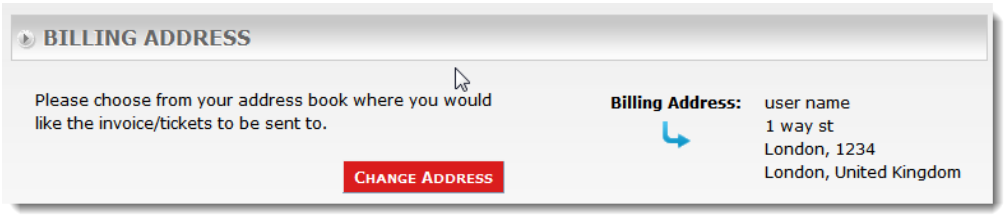
Enable “How to” guide

Displays at the front-end a “How to” guide under the seat-plan.


BALCONY
How to reserve seats:
1. Click on the seats you require
2. Seats will be added to the cart
3. View Order or CHECKOUT Here
Create an Account
Privacy Notice :: Conditions of Use :: Contact Us

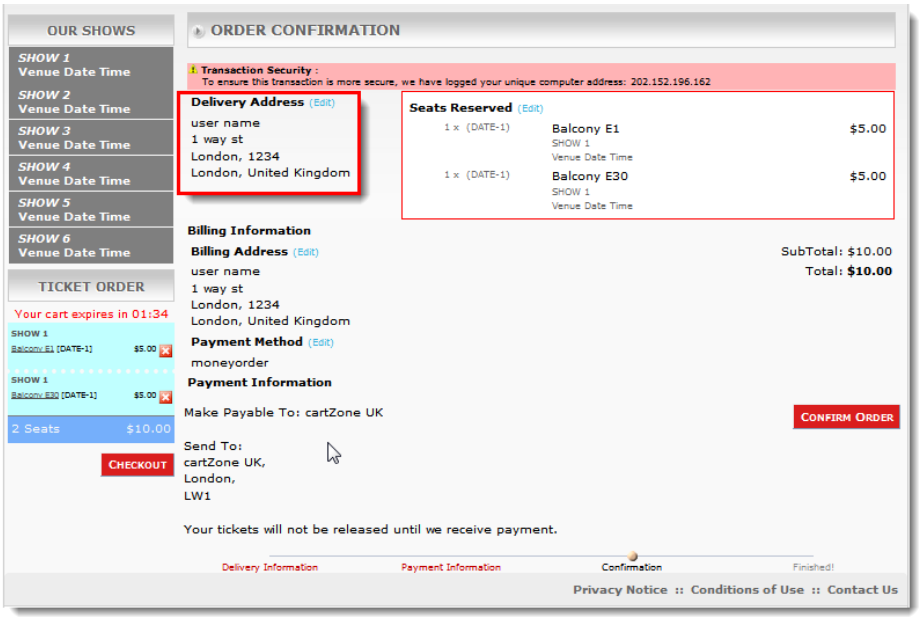
Hide choose Billing Address

Set “Yes” or “No”. Yes= Does ***NOT*** allow customer to “choose” Billing address info on Check-out. See also Hide Delivery Address


BILLING ADDRESS
Please choose from your address book where you would like the invoice/tickets to be sent to.
CHANGE ADDRESS
Billing Address:
user name
1 way st
London, 1234
London, United Kingdom

Hide Delivery Address

Set “Yes” or “No”. Yes=Hiding Delivery address info on confirmation check-out page. See also Hide choose Billing Address



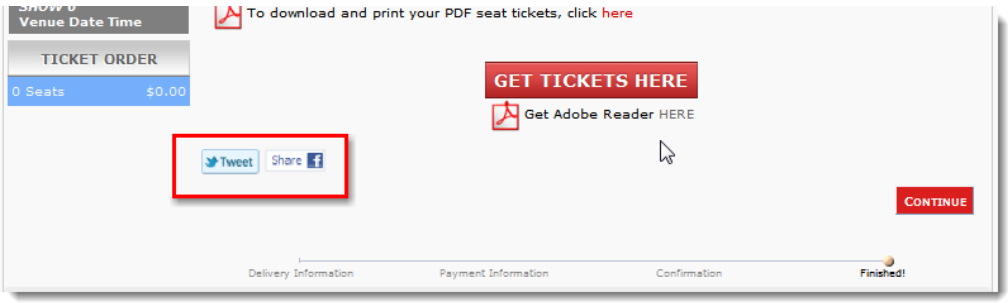
Seat Plan Cache

IMPORTANT! Seat plan cache when set to 'True' will render a faster seat plan by retaining memory of the pages. This should be enabled *after* testing. Default=True.

Expand Menus List

If set to TRUE a 2nd line will be displayed with “Venue”, “Date” and “Time” under all listed SHOWs in the left side Menu at the front-end. “True” you will reduce the number of Shows that can be seen at the front-end. Default=FALSEe

Seatplan Live Logging	Enables debugging. Live logging is for testing of seat plan selection only. Live logging will log every 'mouse click' event, guest and users. Default=false. **DEVELOPERS:** Use the Seatplan Live Logging feature to identify problems
Seatplan Timeout	Ordering will be reset after 600s of inactivity. Default=600 (seconds).
Seatplan Refresh	Refresh rate of Seat Visual Seatplan. No need to change. Default=2000 (milliseconds).
Google Analytics account	Enter code. More info; http://www.google.com/analytics/
Seatplan Requires Login	A seat reservation is only possible with an *active log-in*. Default=True.
Add Extra Fields	Use when, for whatever reason, you may need to employ extra fields **at checkout**. Data from these fields will be displayed in Admin/Orders and Customer Account. Also a handy option when "Purchase without account" and very helpful for nominated Box Office users because BO can state customers details here. Default=No. **IMPORTANT! If the language definitions are empty the field will not be visible. Therefore you can choose how many fields you want to employ.** **DEVELOPERS:** from includes/languages/english.php
Add Social Networking	If set to YES, a small Twitter + Facebook icon will be added on the **lower** section of order-confirmation page. Default=No. **IMPORTANT! The 'includes/social_networking.php' file will need to be edited with your own social network links for this to be effective. Ask the help of a webmaster to achieve this for you.** See also Social Networking

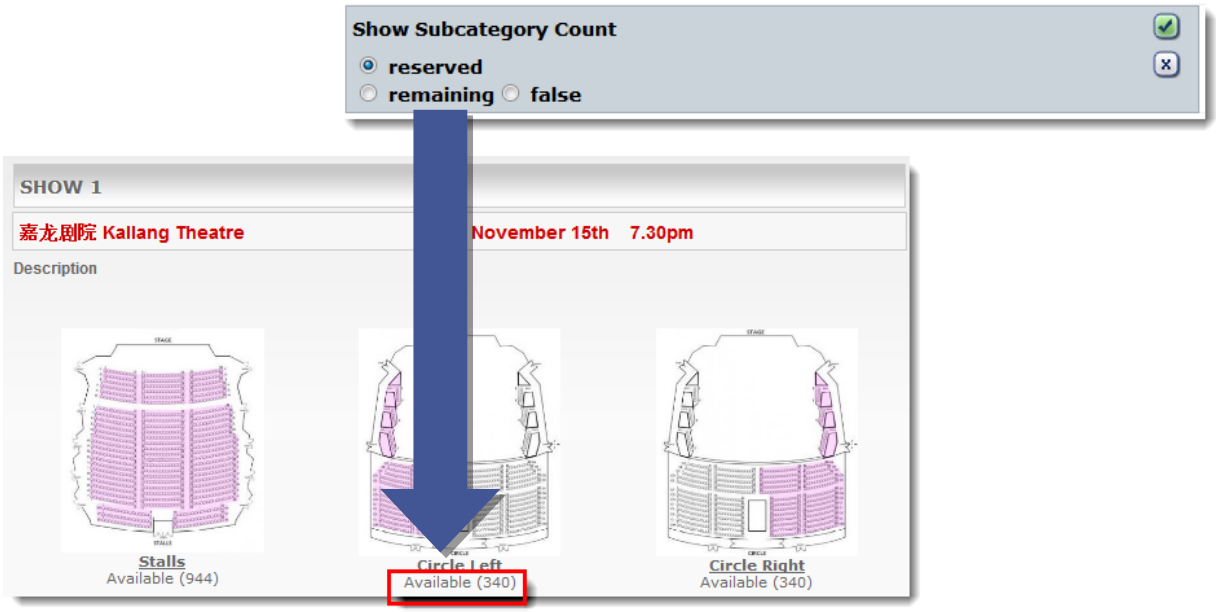


Purchase without an Account	Set to Yes if you want your customers to be able to purchase tickets *without an account*? Default=No.
Maximum quantity in cart	Set the maximum number of tickets per order. 0=unlimited. Use –for example when 1 registered user may only order 1 ticket. Default=0
Disable creating account entirely?	Do you want **to skip log-in entirely** and send customers **directly to check-out process**? Handy for "Free" tickets but do note that NO user details will be registered/printed on the E-tickets! Default=No.

Show subcategory count

For reserved seating with visual seat plans.
Enable setting to calculate, count and view remaining OR the available seats in a sub category. Choose 'Reserved', 'Remaining' or 'False'. Default= Remaining

Note; to disable from the front end, set to 'FALSE".



Codereadr API Active

Default=False[1]. For more info; http://codereadr.com/

Codereadr API Ticket logo

URL for your Codereadr Tickets logo.

Codereadr API Key

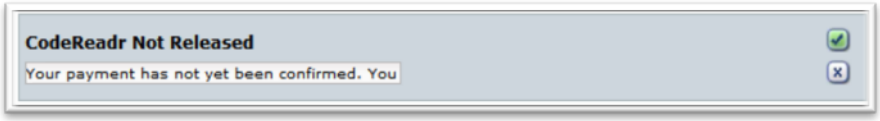
Your API key assigned by Codereadr.

Codereadr Barcode Size

Select here the bar-code size for the Codereadr barcode
3= small (=Default, do not change)
2=medium
1= large
NOTE: This is NOT the size of the barcode printed on your E-tickets but the barcode Codereadr software displays on your scanner device in the event you to scan then upload scanned barcodes. This function (among other options) requires a database and you will also need to register with Codereadr.

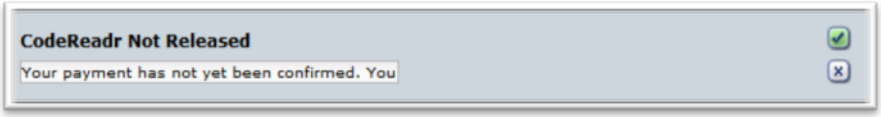
Codereadr Invalid Ticket

Text field for Codereadr invalid or unauthorized barcode (=on the scanning device at the moment of scanning the barcode).



Codereadr Not Released

Text field of Codereadr message when payment is not yet confirmed (=reply on scanning device at moment of scanning the barcode on the PDF E-ticket).



Cine Style Images

Presently ONLY IN osConcert CINEMA. Select Yes or No. Default= NO.

[1] Codereadr is the integrated third party application within osConcert ***to collect read and validate bar-codes*** that are printed on your osConcert e-Ticket. To do so you will need to get and activate here the Codereadr API. An API or Application Programming Interface is a specification intended to be used as an interface by software components to communicate with each other.

With the above default Codereadr settings you are able to use osConcert and print e-tickets. osConcert is recommending Codereadr software if you decide scanning and upload (scanned) the barcodes that are printed on your e-Tickets either ONLINE or OFFLINE. You may want to ask help of a webmaster to achieve this for you.

DEVELOPERS:

- Use the Seatplan Live Logging feature to identify problems
- Extra fields from includes/languages/english.php

3. Products - *introduction*

The *Admin>Products* section serves as your 'catalog'. In Products shows and thereof are created then displayed in a 'category' structure, for example a Stall, Row, Balcony etc, each will be a Sub-category of a SHOW.

In a General Admission show it is possible to add a sub or child category that will show as 'sub-products', for example for Concession tickets[2].

To manage products, osConcert offers you to use the following dedicated menu options, each has specific advantages;

Admin>Products
- To edit a Show Image
- To delete a Show Image
- Set Master Quantity

Admin>Alternative Edit Category
- Advance user settings
- Hide individual seats

Note: before you continue and start working with Products, we recommend first to get a feel for what your customers' experience when ordering your tickets? What do the various settings you have set so far actually do at the front- and backend etc? Then, when you are more familiar working with osConcert, explore the various options and check out (the advanced user on-line) documents; osConcert User Guide Documents

Related chapter: osConcert Details.

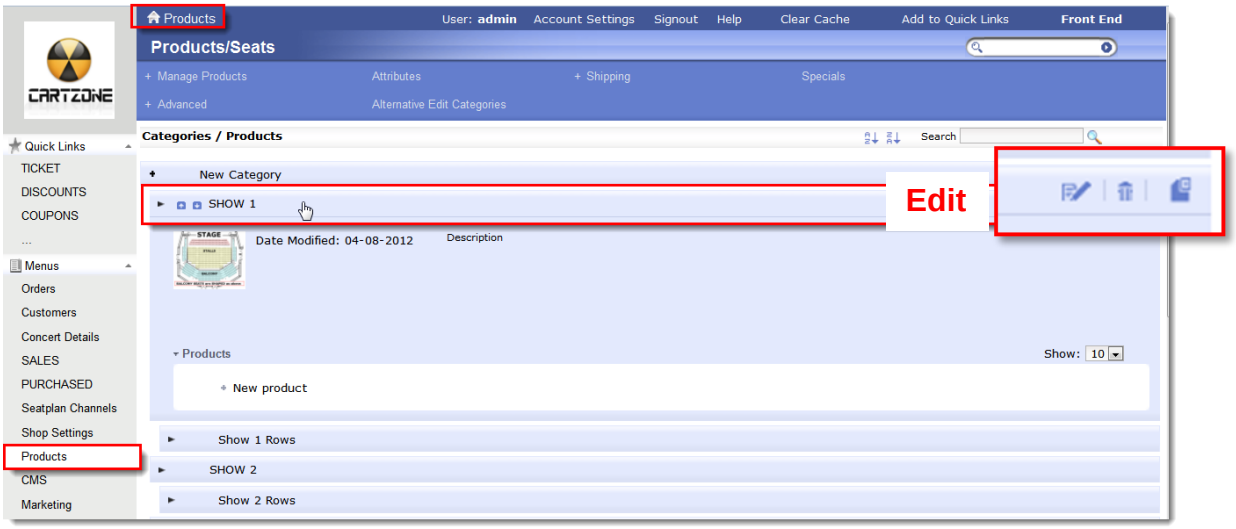
[2] ***Concession tickets*** give the holder of the ticket the right to enter the venue to see the show, normally with a discounted price. It could also mean that the ticket holder has the right to get something from the 'concession' (snack) stand. For example 'Child' or 'Old Age Pensioners' tickets (OAP). It is common that concession ticket holders show an ID.

Shows

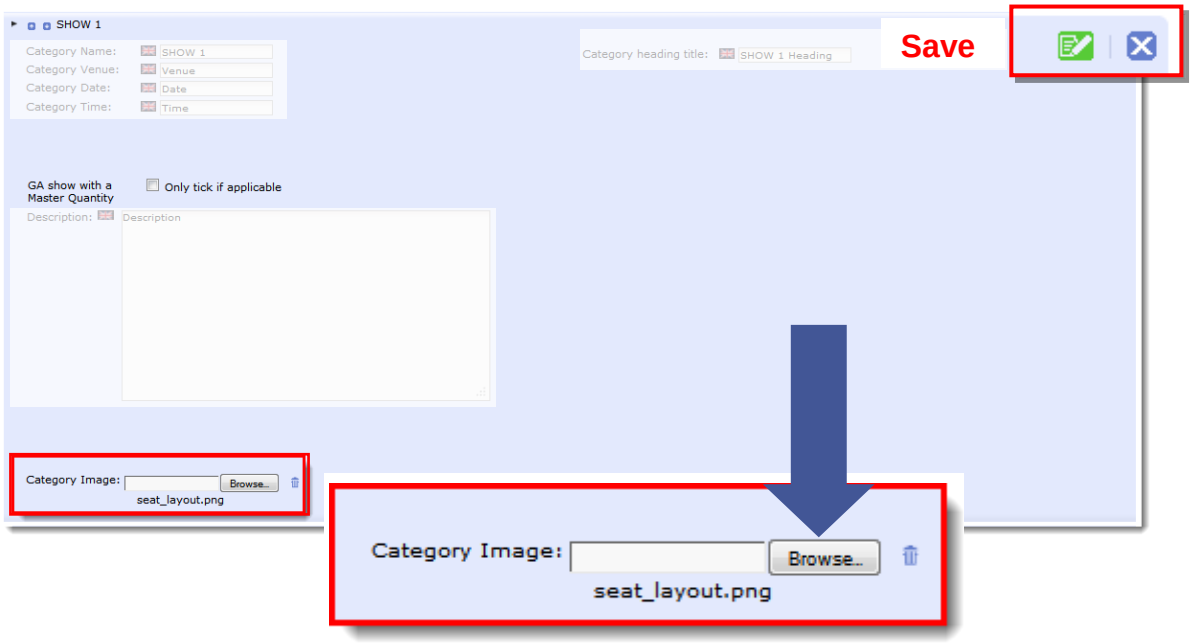
Editing the Show image

The In Products Each Show can have its own 'Show-Image'. This is the image that your customers see when they click on a loaded show at the front-end.

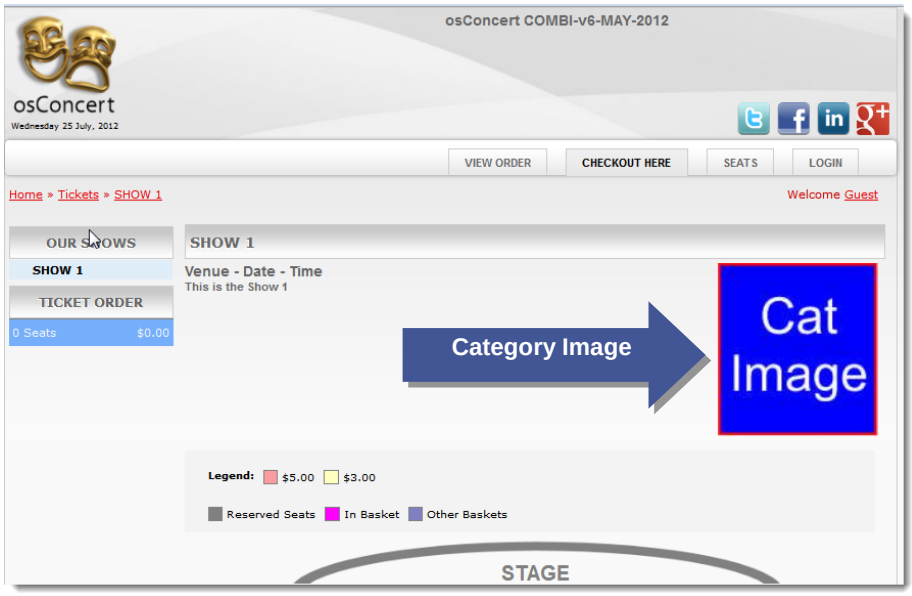
Admin>Products. Click and expand the Show-tab that needs editing.



Then click on the EDIT option on the right hand side to further expand the Show-tab that you want to edit.

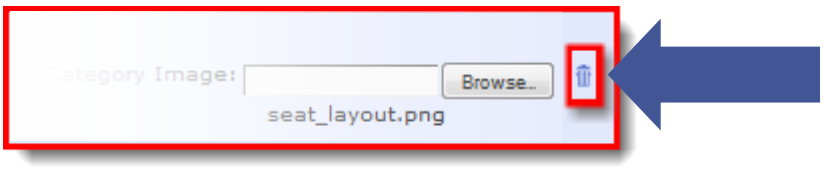


(Category name =back-end)	Text field. Min. 1, Max. 17 characters
(Category heading title =front-end)	Text field. Min. 1, Max. 17 characters
(Description)	Text or HTML script
Category Image (for front-end)	Click the "browse" button to upload your Show Category Image. osConcert will automatically resize your image; recommended image size 120(W) x130 (H) px. See below example. **IMPORTANT! If your SHOW has a Section eg. Stalls, Circle, Balcony etc then upload the images in the actual Category. DO NOT upload images in Products Seats.**



Delete a Show image

To Erase the Category image, click the Trash-can icon next to the Browse… (upload) category image button



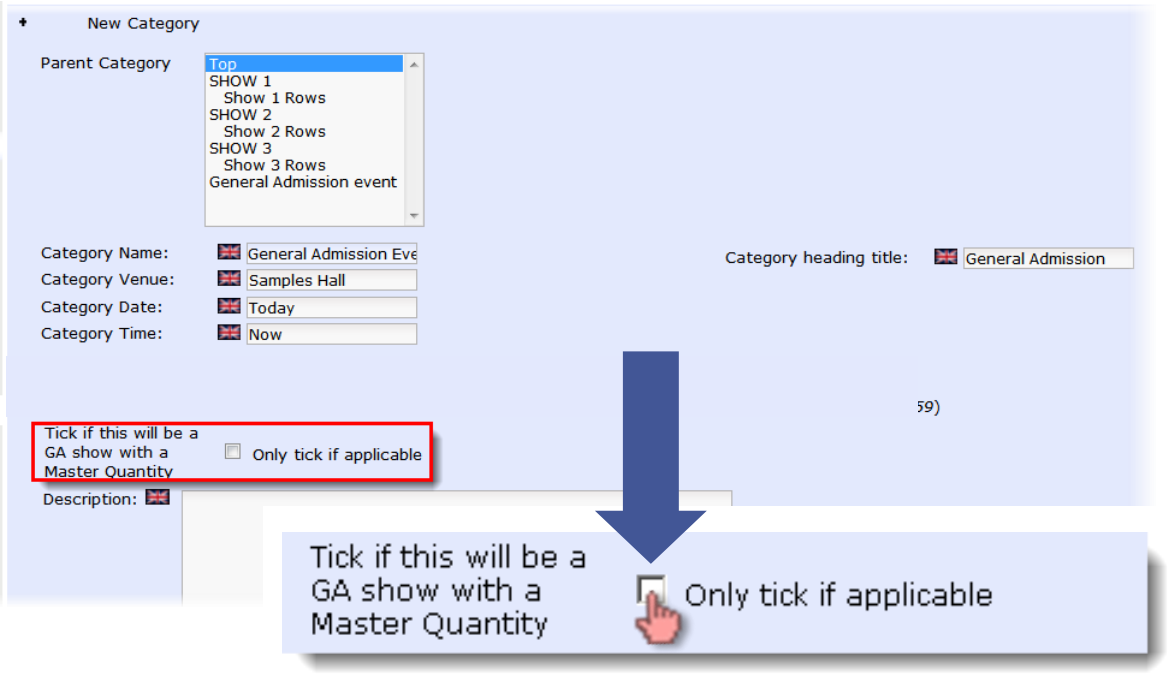
Master Quantity

For General Admission (GA) events, osConcert offers a Master Quantity option. A Master Quantity is often used for concession ticket sales that are created as (sub category-) products. Concession tickets normally involve lesser priced tickets as a consideration and therefore you may want to 'cap' ticket quantities. The Master Quantity is **NOT** the combined total of the sub categories but is the number you decide to 'cap' ticket-sales in osConcert **as the number of available seats** the venue is offering.

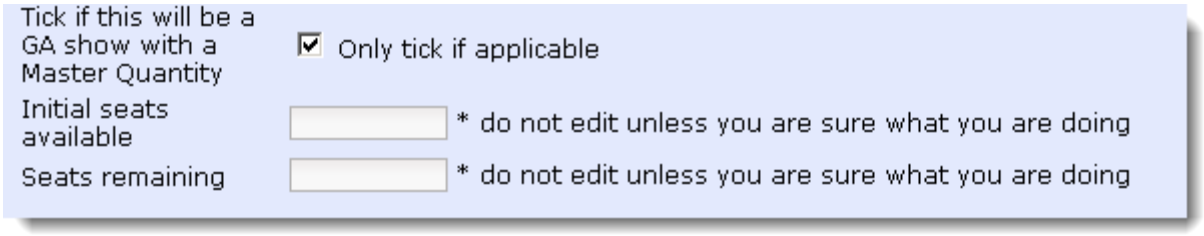
If the master quantity is reached (i.e the venue is full) by 1 **or a combination of the sub-categories**, then when the order is processed and it does reach the Master Quantity figure, the code will prevent any further purchases of all ticket types:

Master Quantity is not an option for Reserved Seating because here customers select from a visual seat plan and when all seats are reserved, osConcert will simply disable the 'Order' buttons. Master Quantity is strictly for General Admission (GA) shows.

The below example explains the Master Quantity. Create or open a General Admission (GA) show in *Admin>Products*

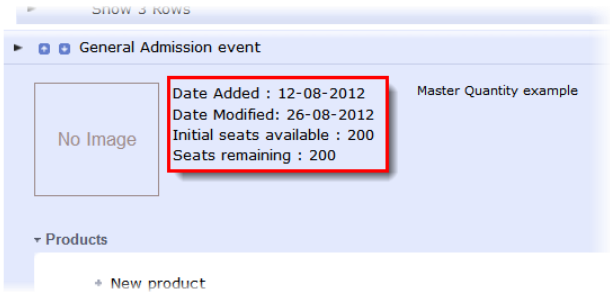


If ticked, this you will get some new fields to complete;

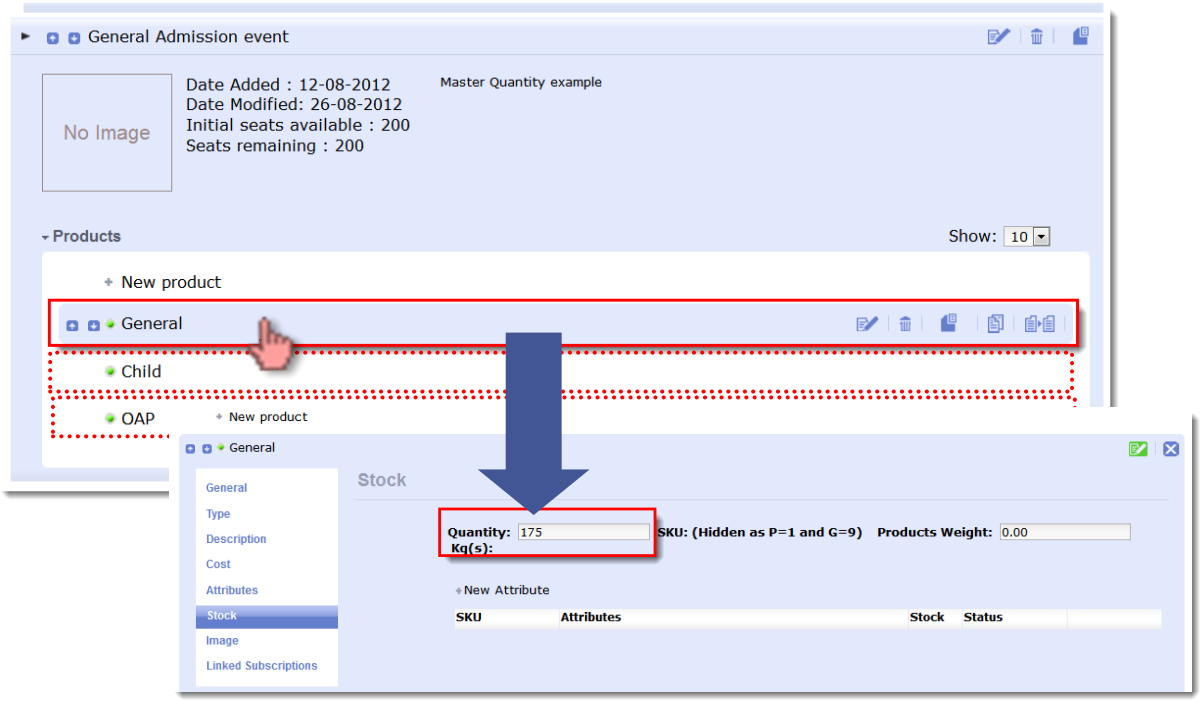

Tick if this will be a GA show with a Master Quantity
Only tick if applicable
Initial seats available
* do not edit unless you are sure what you are doing
Seats remaining
* do not edit unless you are sure what you are doing

Set initial seats remaining to the **total of seats in your venue**. Set seats remaining to the same value (or a lesser one if you wish to reserve some tickets). Make sure you save your settings by clicking the SAVE icon.

The new Master Quantity will be displayed in the SHOW-tab.

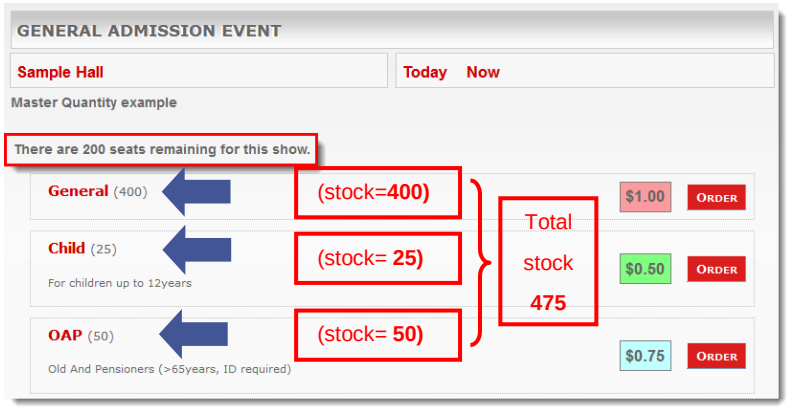


Now add ticket types to the event using '+New product'.



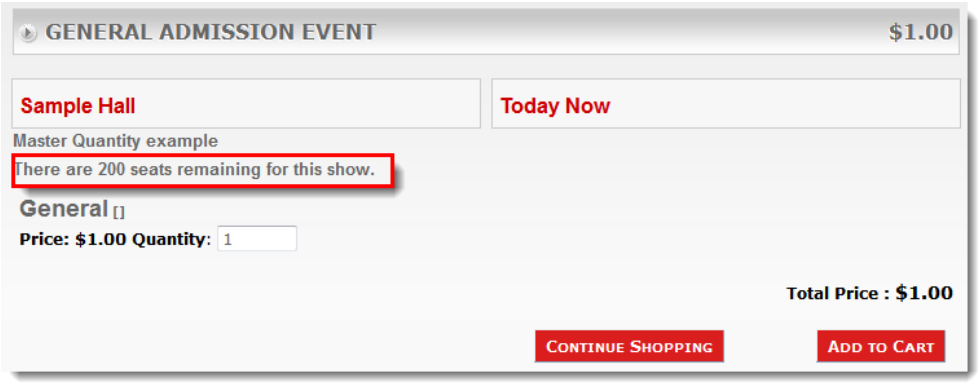
Note: set the individual product STOCK-QUANTITY! In order to be used with a Master Quantity, ensure stock quantities are more than the set Master Quantity. Save your settings by clicking the SAVE icon.

Front end page with three ticket types added



The highlighted section tells your customers the total number of seats left to purchase. Next to each ticket type is the number of tickets left (e.g. still in stock).

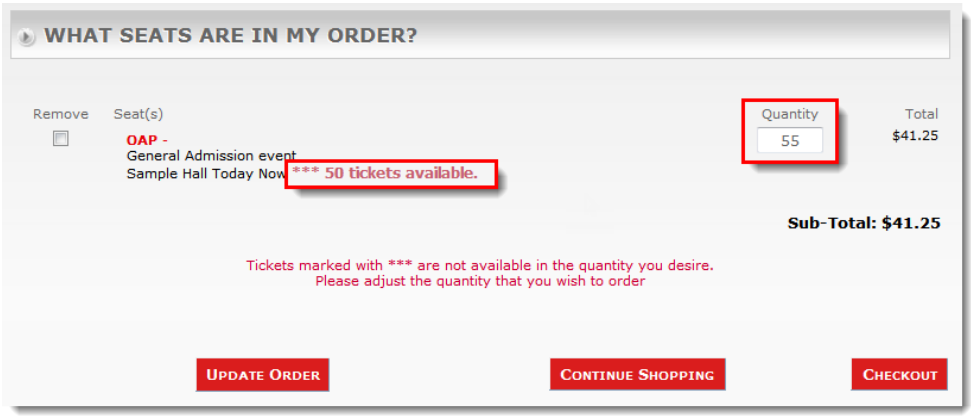
Clicking the 'order' button will take a customer to the page for that ticket – here there will also be a reminder as to how many tickets are available:



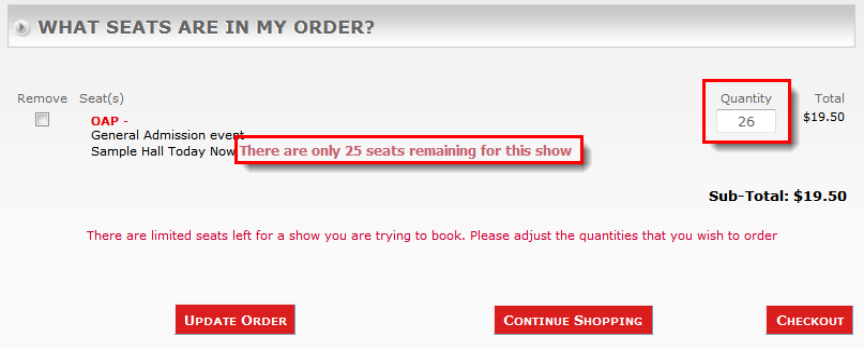
*Note that this total is valid at the point the page loads and does **not** include quantities in this customer's (or any other customer's) basket – only those tickets already (physically) sold*

In case a customer is trying to buy too many tickets the following happens:

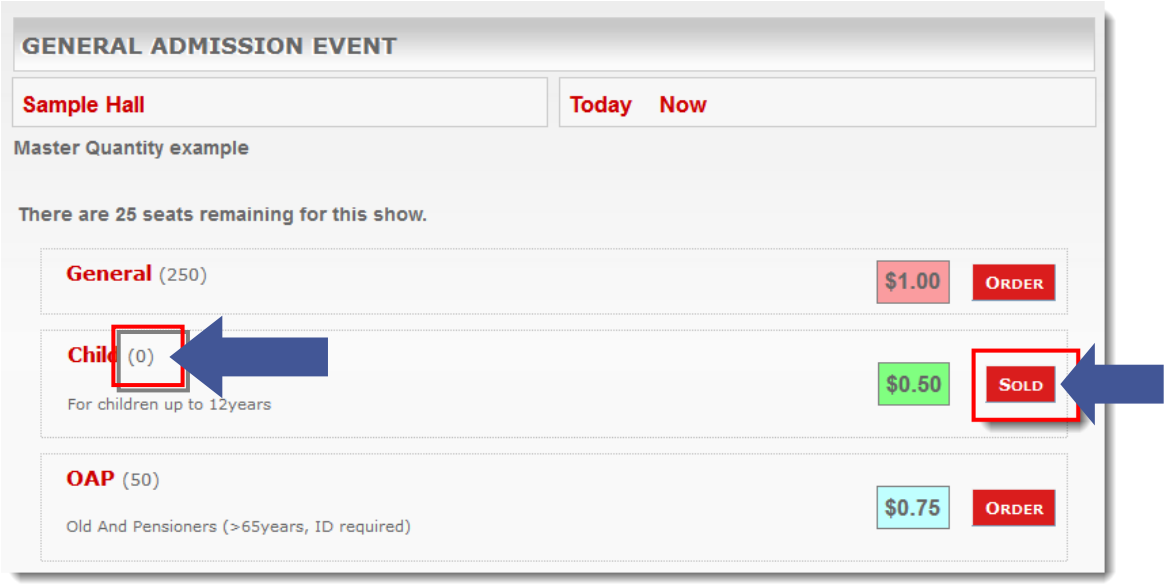
If the customer is trying to order more tickets than there are available in the respective category, the customer will get redirected to MY ORDER and a message will show;



If the customer is trying to order more than the remaining Master Quantity figure, then when they try to Check out the customer will get redirected to their “MY ORDER” with the ‘remaining seats’ message as shown



If one type of ticket gets sold out the General Admission event page will change the ‘ORDER’ button to ‘SOLD’ button.



,

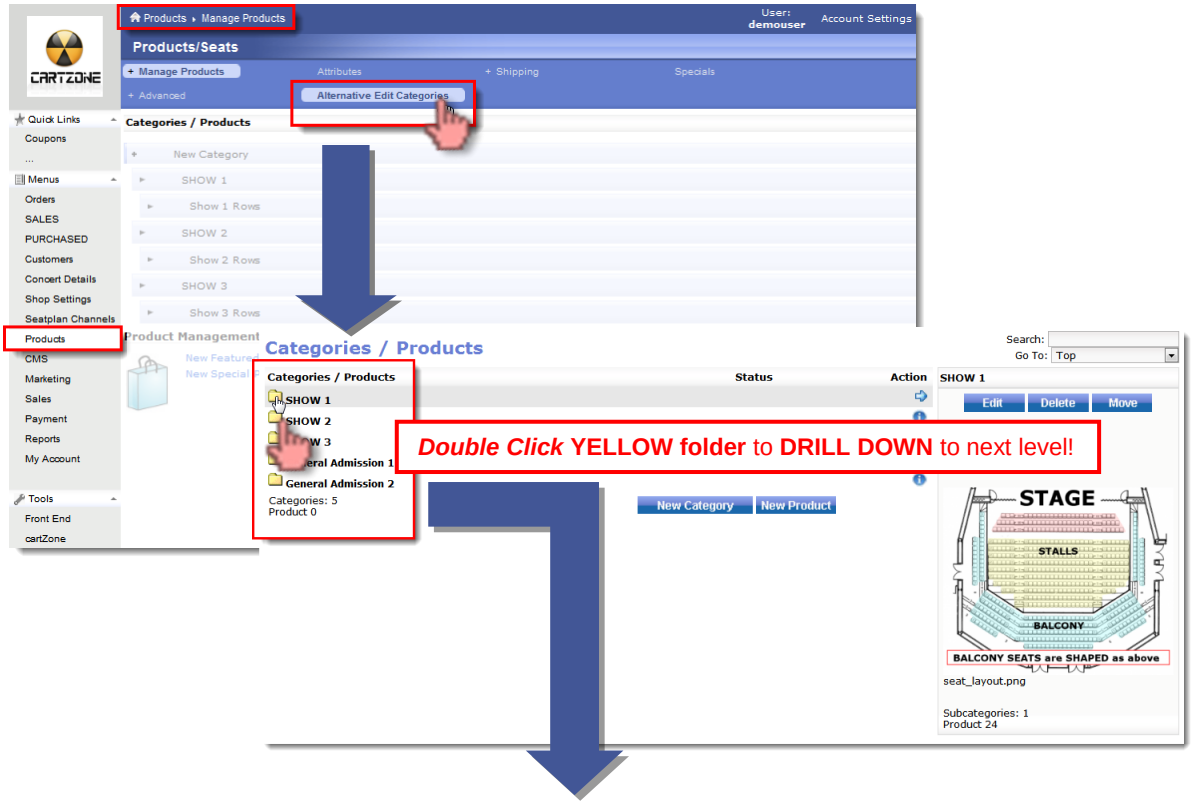
If eventually the master quantity is reached (i.e. the venue is full) then when the order is processed that reaches that figure the code will prevent any further purchases of all ticket types: There will be a message “There are 0 seats remaining for this show. All ORDER buttons will change to “SOLD”.

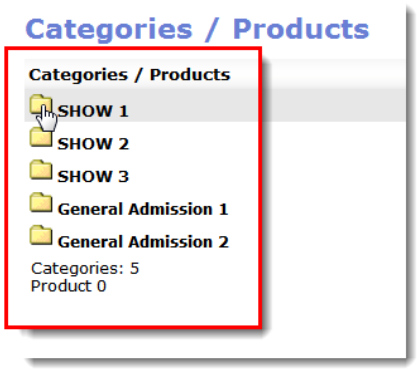
Advanced Show editing

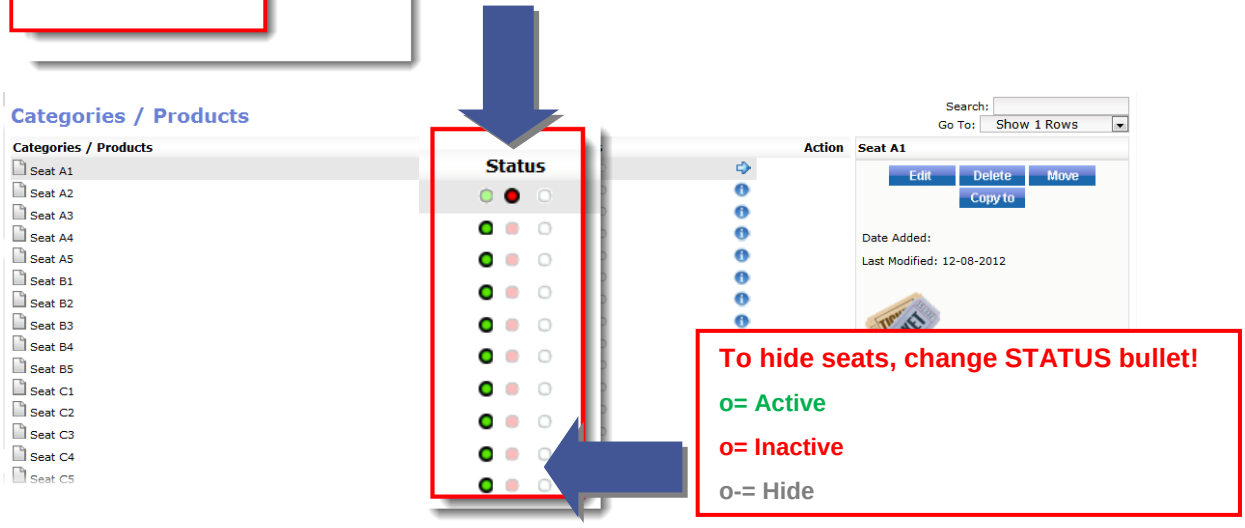
Alternative Edit Categories

osConcert offers an *Alternative Edit Category* menu option to create, delete, copy (sub)categories and for example edit the status of single seats.

Admin>Alternative Edit Category







To upload SHOW or Category Images, please use the Edit Show Image in *Admin>Products*

DEVELOPERS:

Use this SQL query in phpMyAdmin to quickly clear all test orders and make the orders tables ready. TRUNCATE TABLE orders;

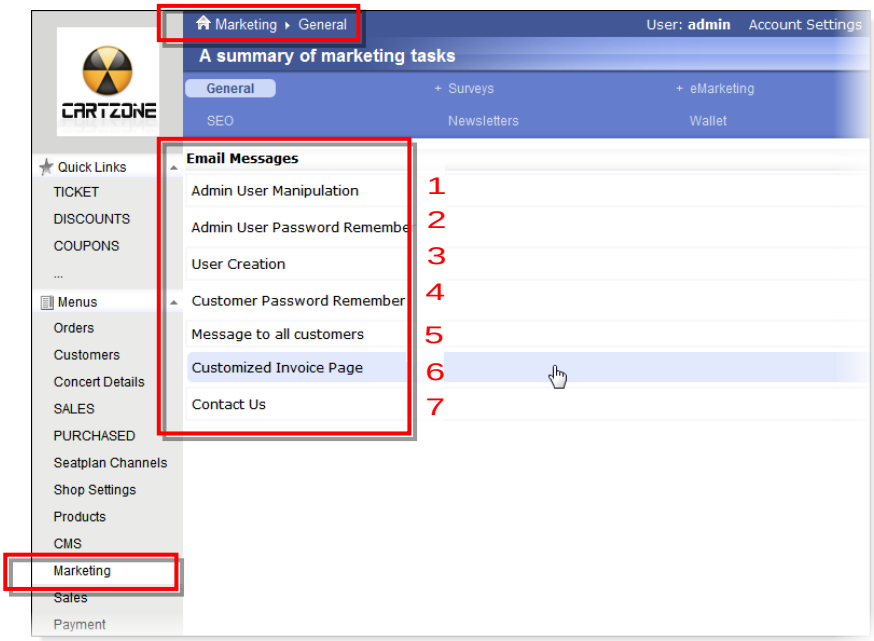
- TRUNCATE TABLE orders_products;
- TRUNCATE TABLE orders_status_history;
- TRUNCATE TABLE orders_total;
- TRUNCATE TABLE orders_products_attributes;
- TRUNCATE TABLE payment_response;

4. Marketing

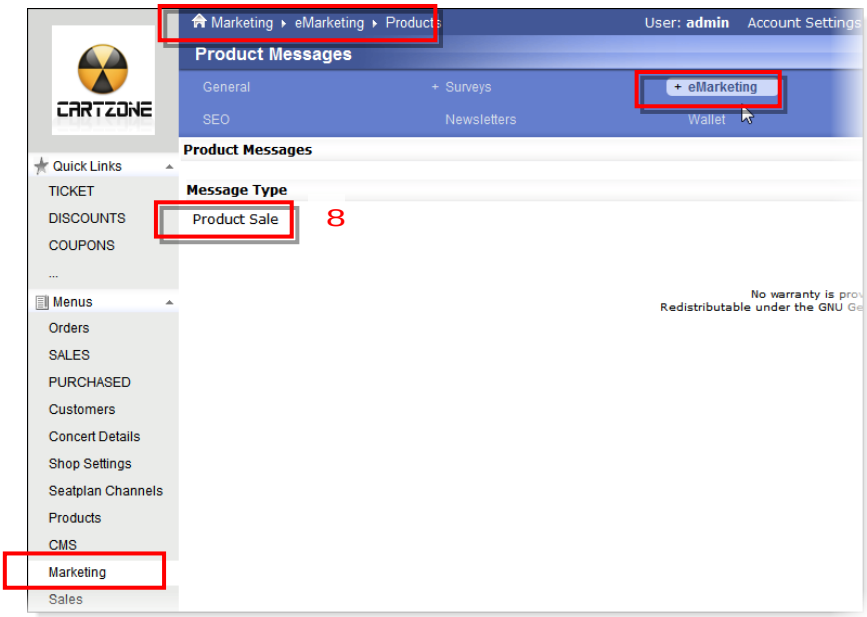
Marketing Templates.
One of the nice features of osConcert is the editable build-in set of templates to send emails for new orders and when users are created. These email-templates are by default filled out with Cartzone email-addresses and confirmation and you will need to change the Cartzone details to your own details and wishes.

To ensure your email templates are showing the correct information and details, osConcert is using %%field%% references. Therefore, it is HIGHLY RECOMMENDED to first edit chapter 1. SHOP SETTINGS before you test your email templates. Failure to do so will result in Cartzone receiving your important emails!

There are total 8 editable email Templates stored in 2 sections of osConcert; **7** USER related Templates in *Admin/Marketing/General*;

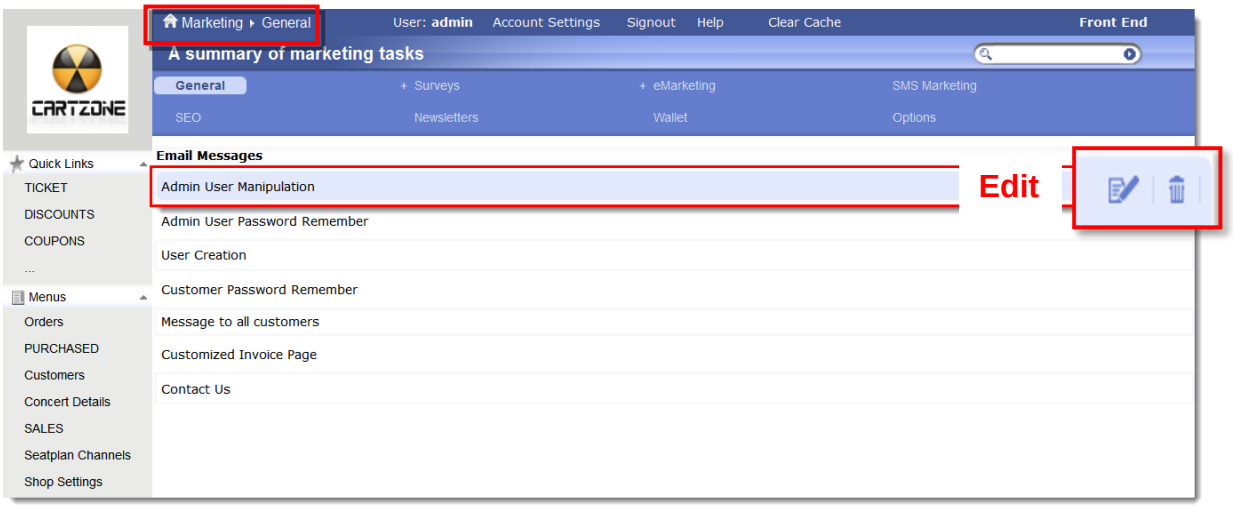


And **1** PRODUCT template in *Admin>Marketing>eMarketing>Products*;

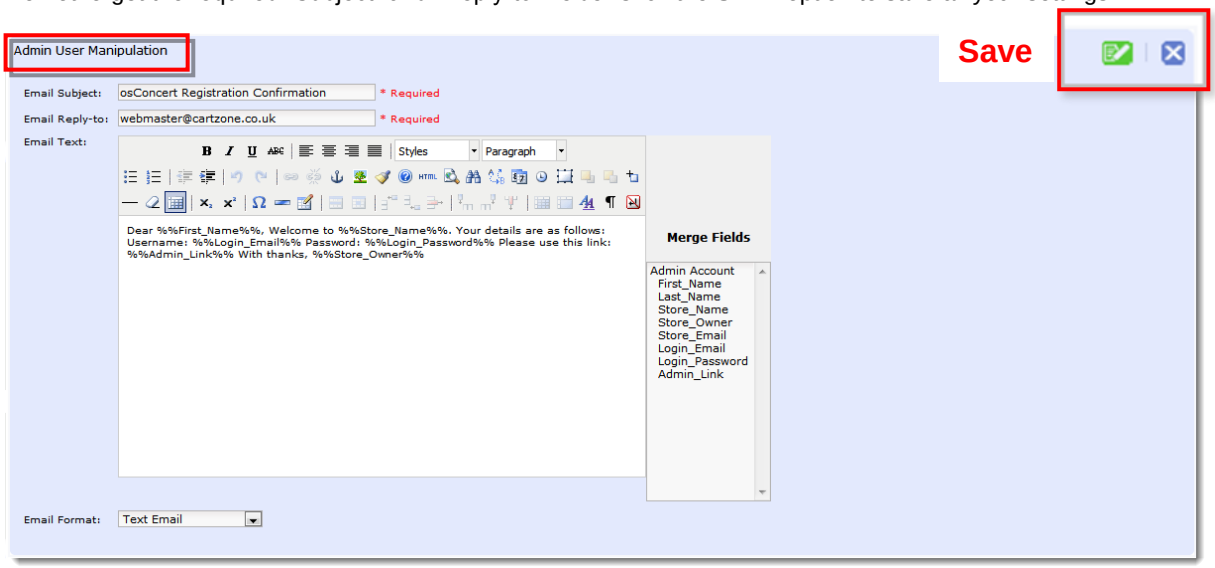


Admin User Manipulation - Template
osConcert encourages users to strengthen the(ir) Admin password. Every time there is a “manipulation” in the Administration section of osConcert, for example when additional Administrators are created or an Admin password has been changed, osConcert will generate and send an automatic email to the respective user and the system administrator (that is you). *Admin>Marketing*.

Click to expand and to preview the *Admin>Marketing>Admin User Manipulation Template*.



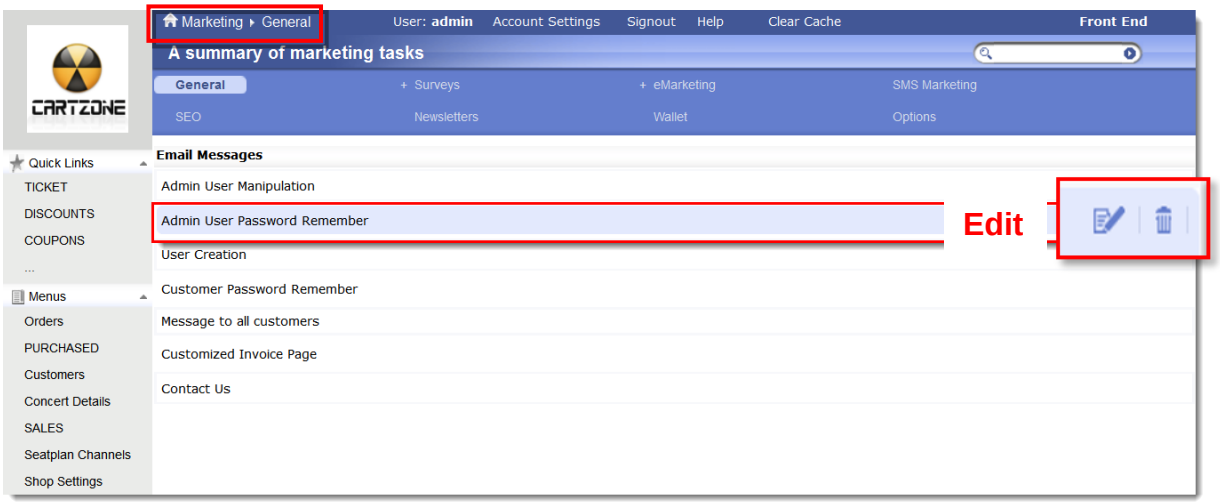
Click on the EDIT option to open the WYSIWYG editor[3]. Edit the text and add/remove the %%field%% references. Do not forget the required “Subject” and “Reply-to” fields. Click the SAVE option to save all your settings.



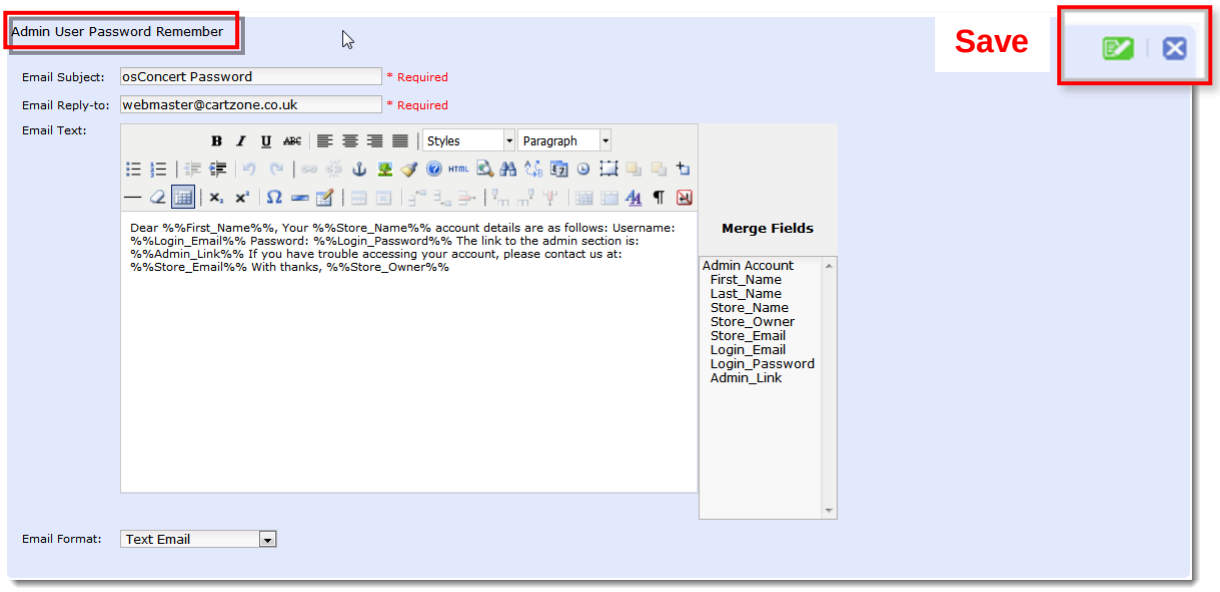
[3] There where possible, osConcert is using a WYSIWYG editor or “What You See Is What You Get” editor allowing you to format all text, add images easily. For more info; http://www.tinymce.com/

Admin User Password Remember – Template
The “Admin User Password Remember Template” in Admin>Marketing is used every time an Administrator Password is changed. osConcert will then generate and send an automatic reminder email to the user in the Administrator-group as well as the system administrator (that is you)

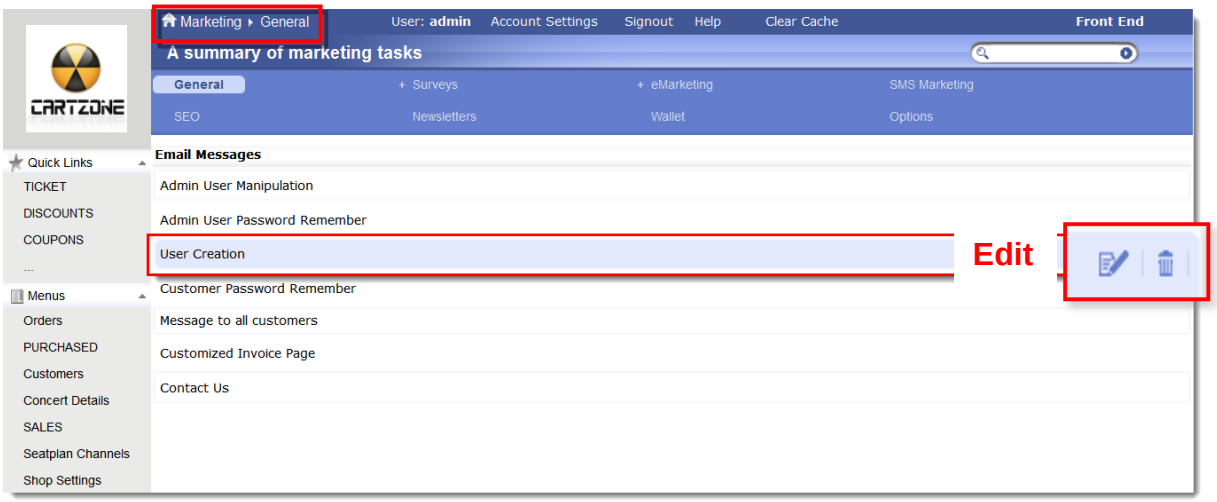
Click to expand and to preview the *Admin>Marketing>General>Admin User Password Remember Template*.



Click on the EDIT option to open the WYSIWYG editor. Edit the text and add/remove the %%field%% references. Do not forget the required “Subject” and “Reply-to” fields. Click the SAVE option to save all your settings.

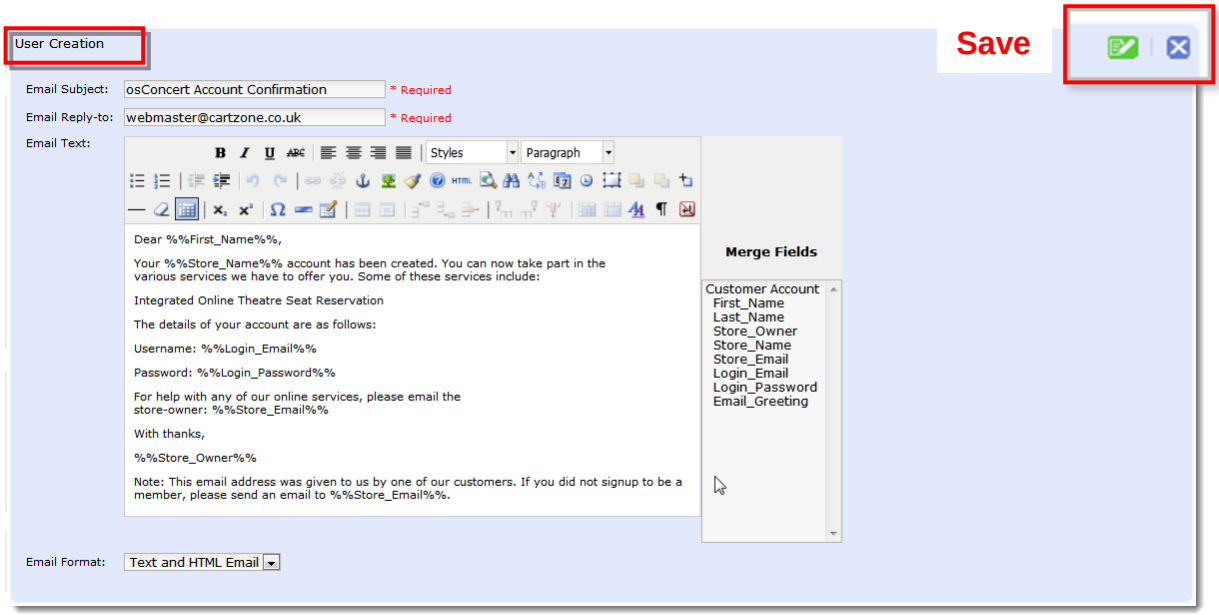


User Creation -Template
In *Admin>Marketing* click to expand on the "User Creation Template". Click on the EDIT option to open the WYSIWYG editor.



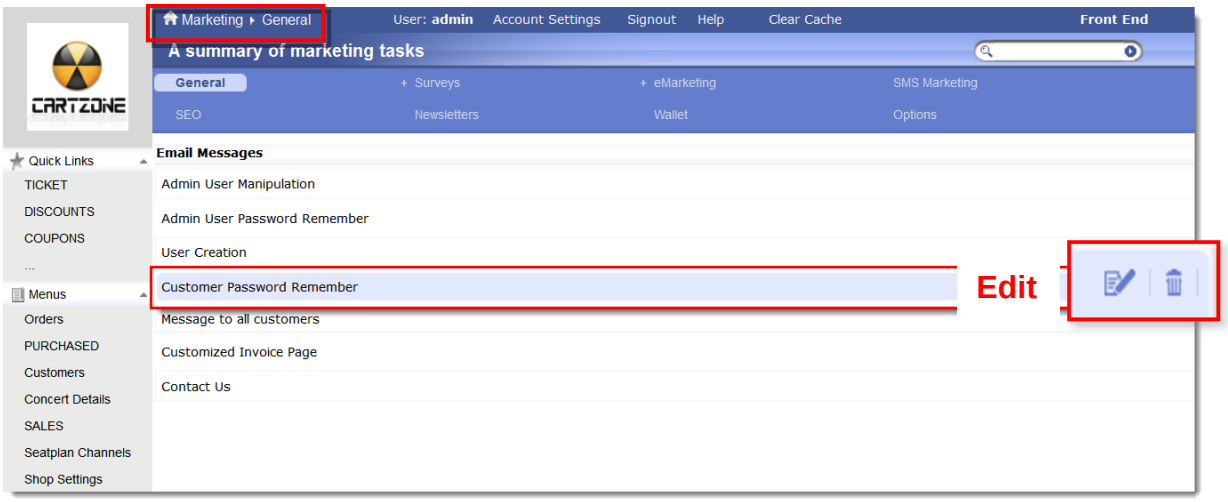
Edit the text and add/remove the %%field%% references.

Do not forget to click the SAVE option to save all your settings.

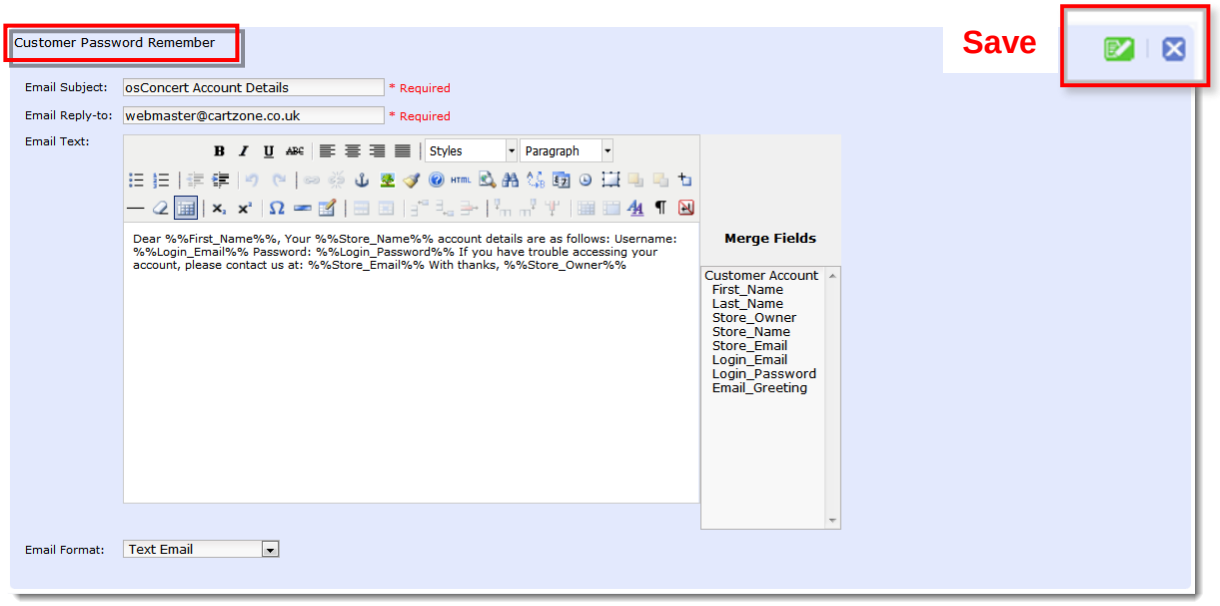


Customer Password Remember - Template

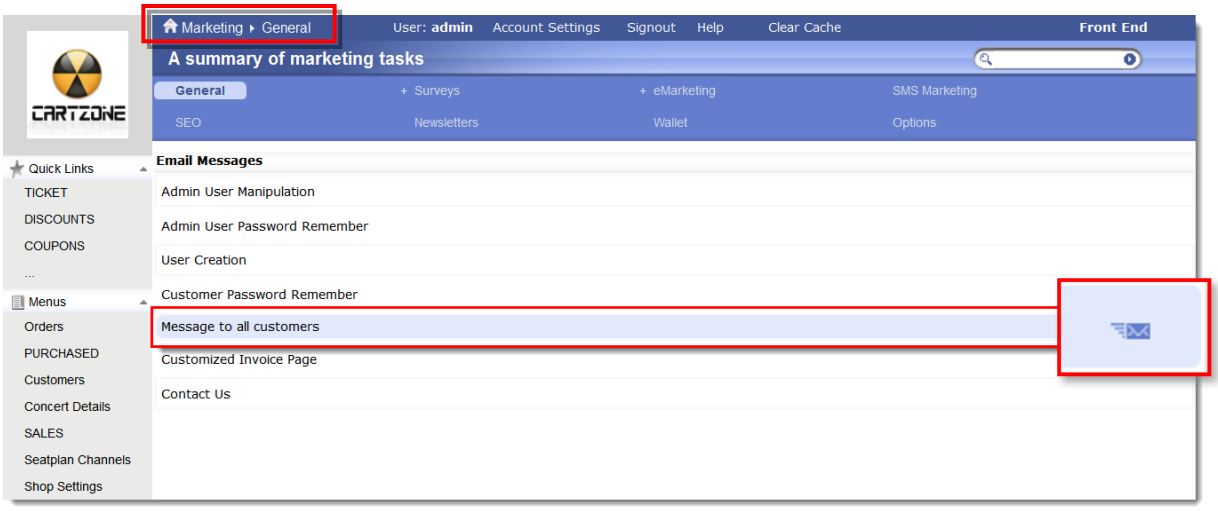
In *Admin>Marketing* click to expand on the "Customer Password Remember Template". Click on the EDIT option to open the WYSIWYG editor. Edit the text and add/remove the %%field%% references. Do not forget to click the SAVE option to save all your settings.



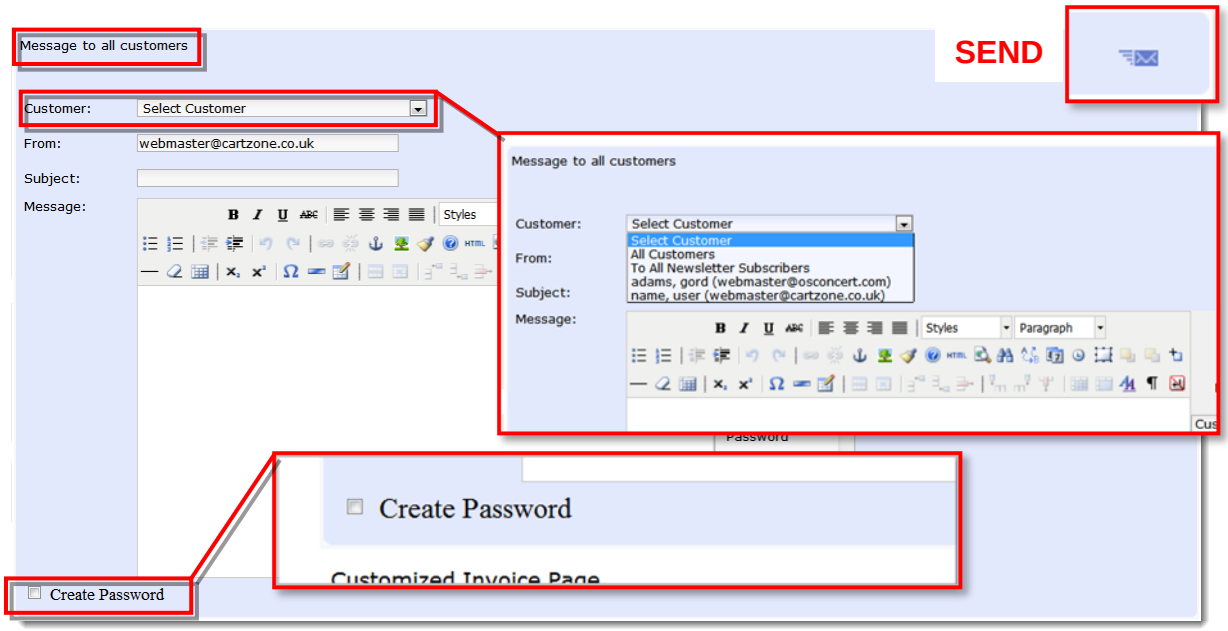
Click on the EDIT option to open the WYSIWYG editor. Edit the text and add/remove the %%field%% references. Do not forget the required "Subject" and "Reply-to" fields. Click the SAVE option to save all your settings.



Message to All Customer -Template
In *Admin>Marketing* click to expand the "Message to All Customers". Click the small envelope to open the WYSIWYG editor.



Select the Customer(s) via the pull-down option you want to email this message to;



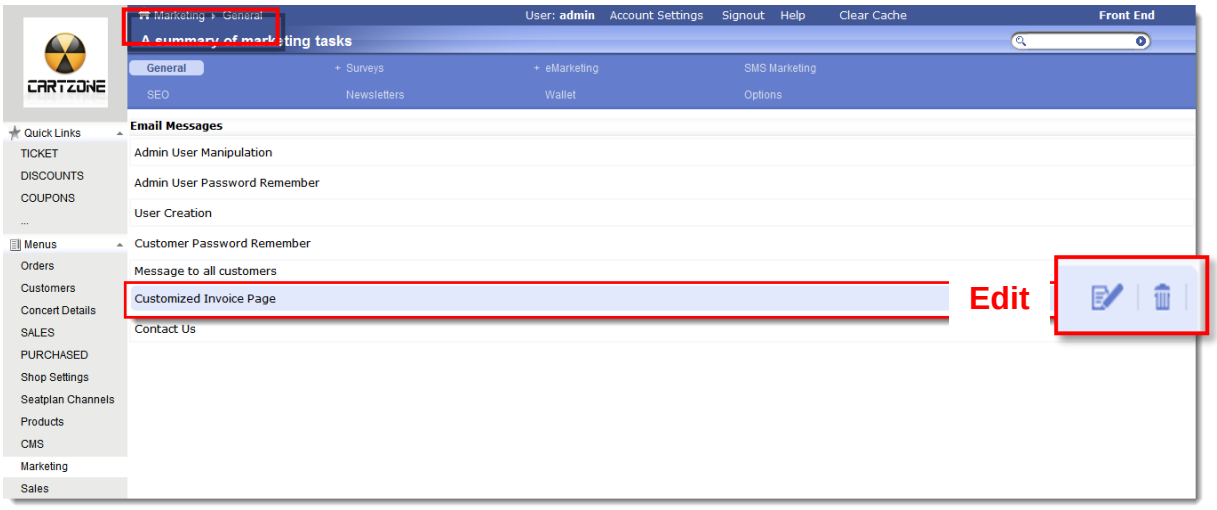
Create a text and add/remove the %%field%% references as you wish. Do not forget to edit the "From" field and fill out the Subject line.

NOTE the tick-box "CREATE PASSWORD" in the lower section (this can be handy in case you need to inform all your customers a new user password).

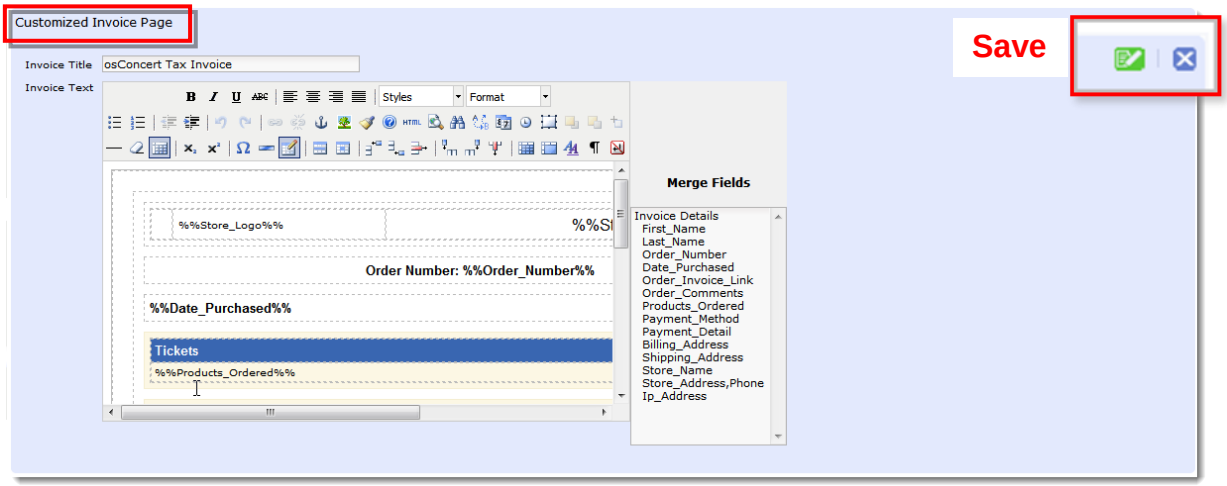
IMPORTANT; when you click the SEND envelope, your email will be uploaded to your server and the following warning message will show; Click "SEND EMAIL" or "CANCEL".

Customized Invoice Page – Template
The "Customized Invoice Page" in *Admin>Marketing* is probably one of the most important templates you use in osConcert. This template is for the Printable INVOICE in the CUSTOMER ACCOUNT (eg the customer section where customers can check their account and orders).

Click the *Admin>Marketing>Email messages>Customized Invoice page*

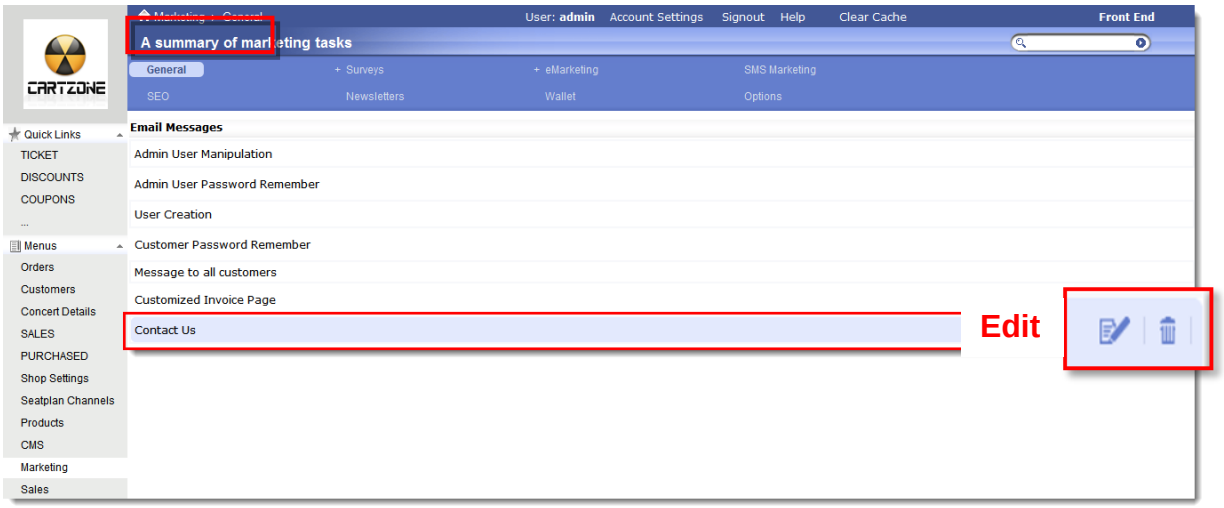


Click on the EDIT option to open the WYSIWYG editor. Edit the text and insert/remove the %%field%% references as you wish. Do not forget to click the SAVE option to save all your settings.

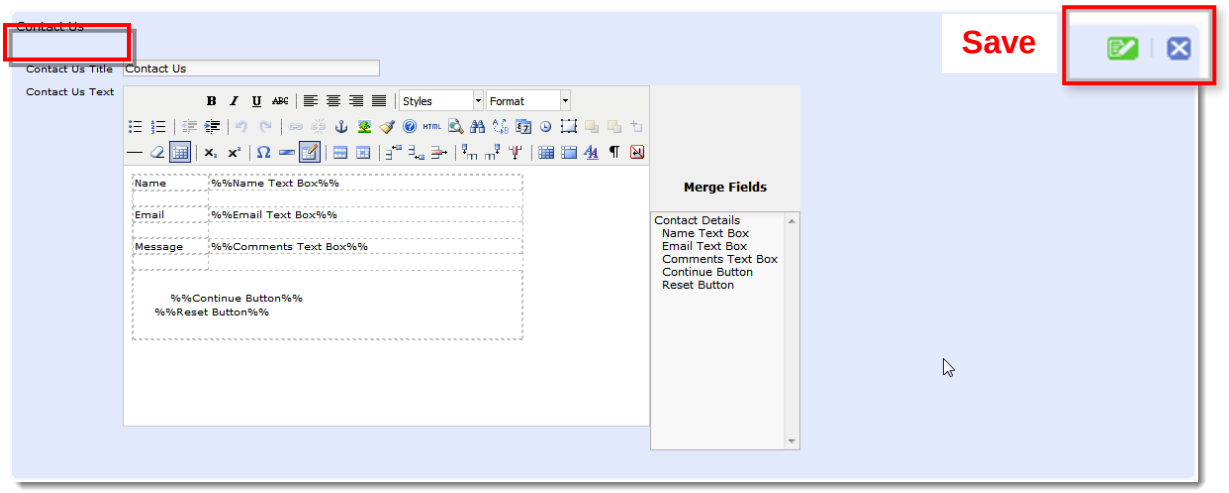


Contact Us –Template

In *Admin>Marketing* click to expand on the "Contact Us Template" Click on the EDIT option to open the WYSIWYG editor.

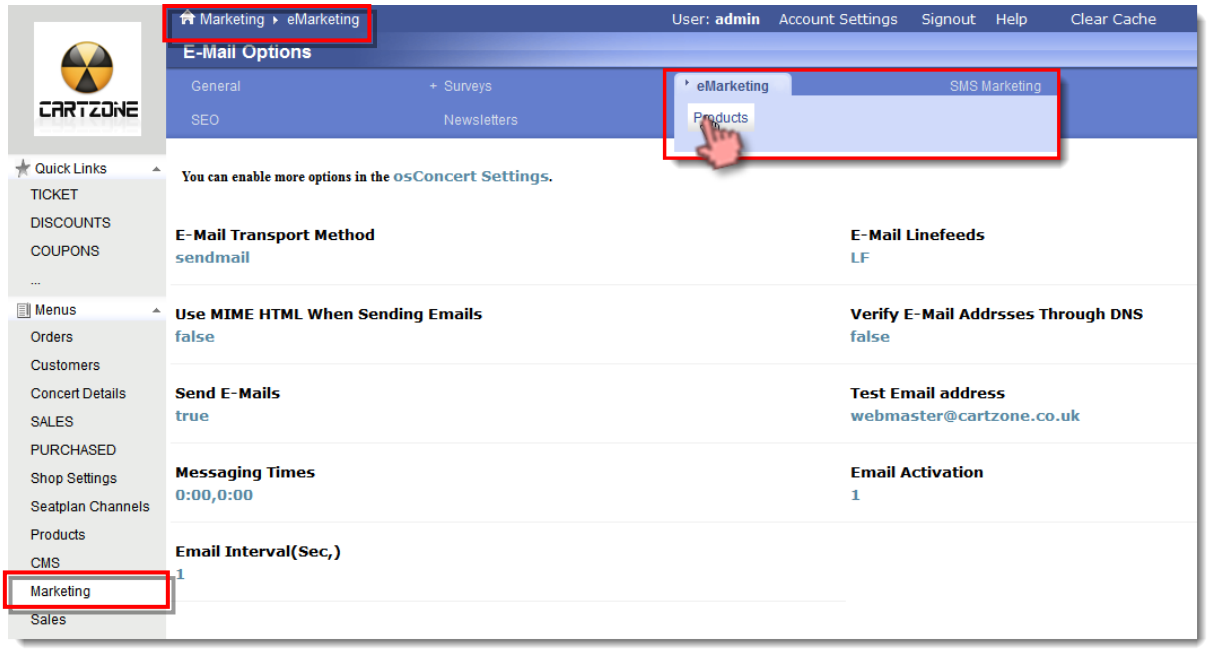


Edit the text and add/remove the %%field%% references. Do not forget to click the SAVE option to save all your settings.

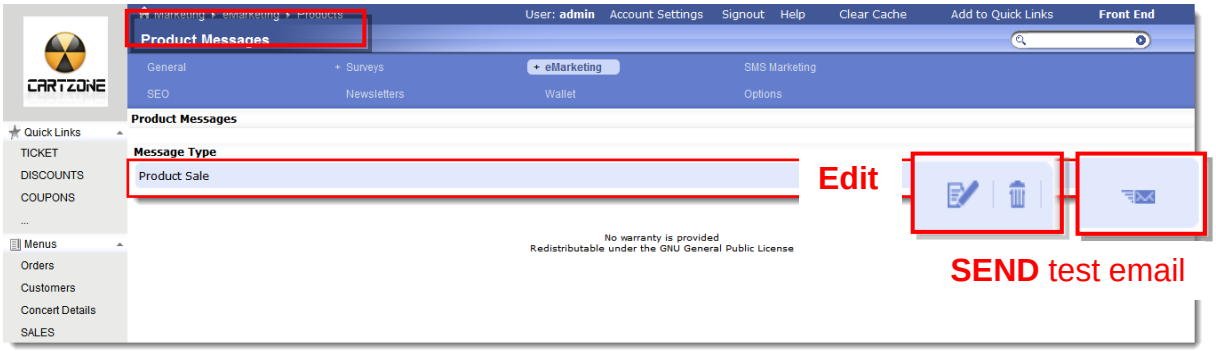


Product Sale –Template
IMPORTANT! The "Product Sale Template" is located in; *Admin>Marketing>eMarketing>Products*

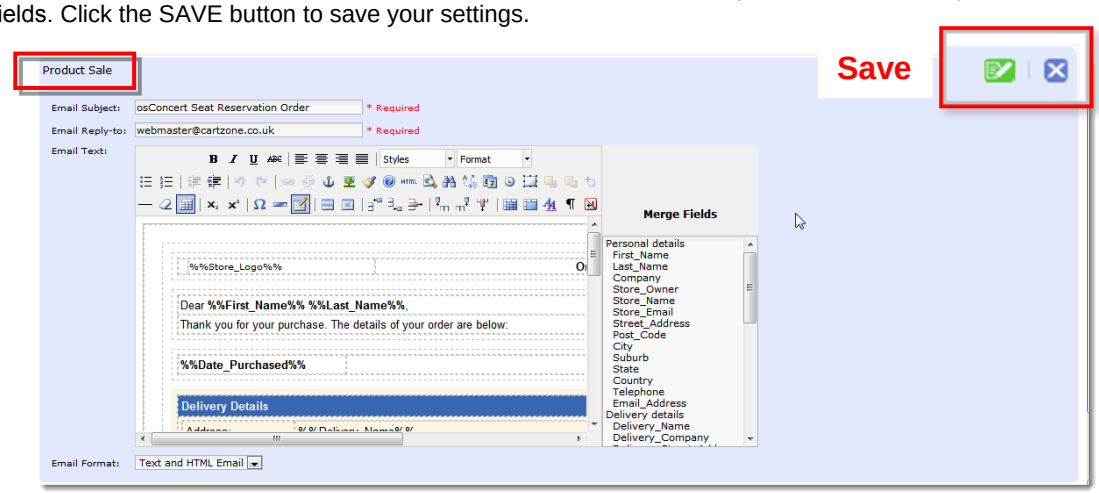
The "Product Sale Template" is used for the EMAIL RECEIPT that every customer will receive after completion of the sale. This template also has an option to send a "Test" email. *Admin>Marketing>eMarketing>Products*



Click EDIT to edit text in WYSIWYG or click the small envelope to send a Test Mail.



Edit the text and add/remove the %%field%% references as you wish. Do not forget the required "Subject" and "Reply-to" fields. Click the SAVE button to save your settings.

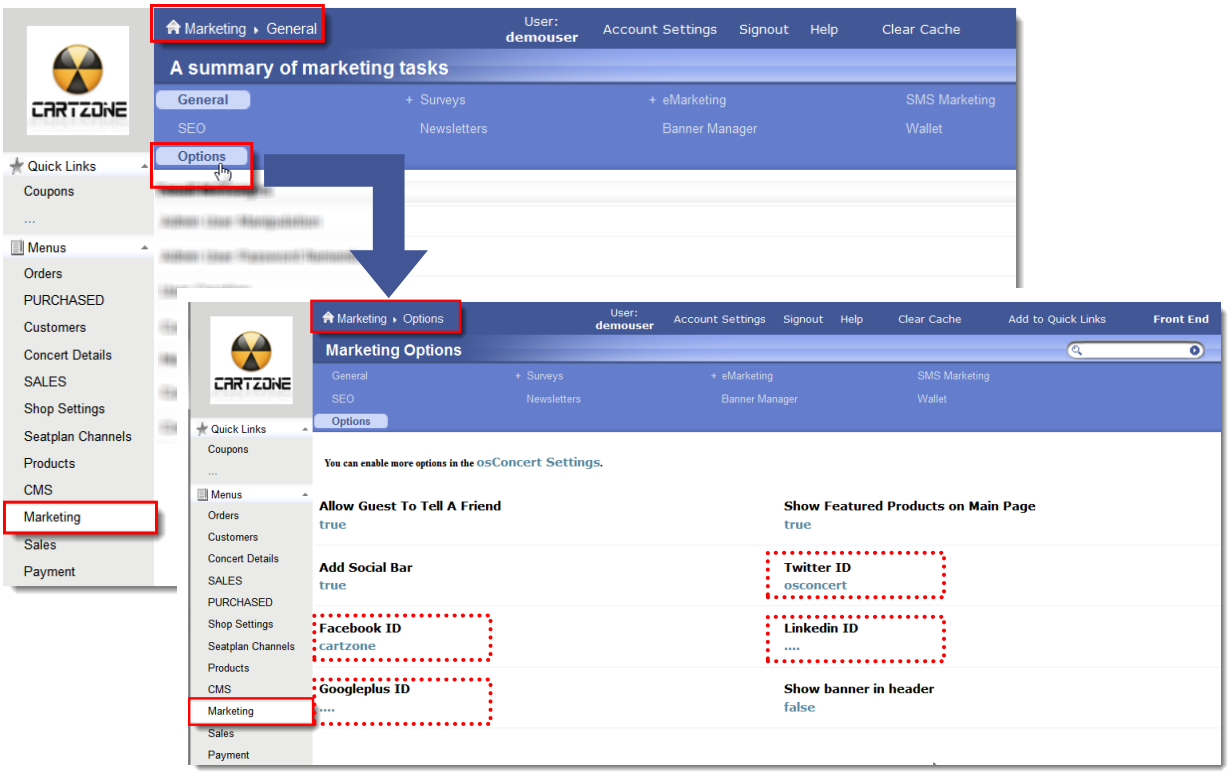


DEVELOPERS: edit 'email_messages' table directly.

Social Networking

osConcert has a build-in Social Networking-bar that, when enabled shows your social networking icons for Twitter, FaceBook, Linkedin and Googleplus.

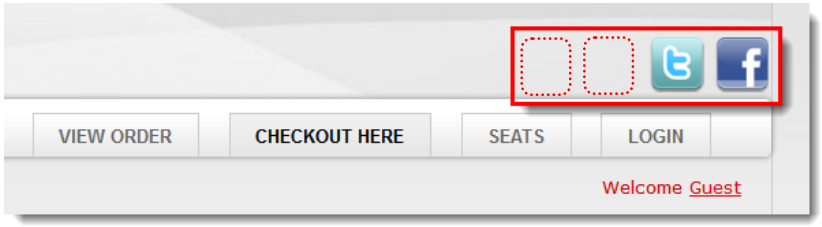
Admin>Marketing>Options



Add social bar

Set to TRUE will display a social networking bar in the right top corner of the osConcert header at the front end. Default=TRUE

Note; only if an ID is edited, the respective social network icon is enabled. No ID=No icon..



Twitter ID

Edit your Twitter ID here to be displayed in the Social Networking bar in front end Header. Note; see 'Add social bar'.

Facebook ID

Edit your Facebook ID here to be displayed in the Social networking bar in front end Header. Note; see 'Add social bar'.

Linkedin ID

Edit your Linkedin ID to be displayed in the Social networking bar in Header. Note; see 'Add social bar'.

Googleplus ID

Edit your Googleplus ID to be displayed in the Social networking bar in Header. Note; see 'Add social bar'.

DEVELOPERS: edit file includes/modules/socialbar.php

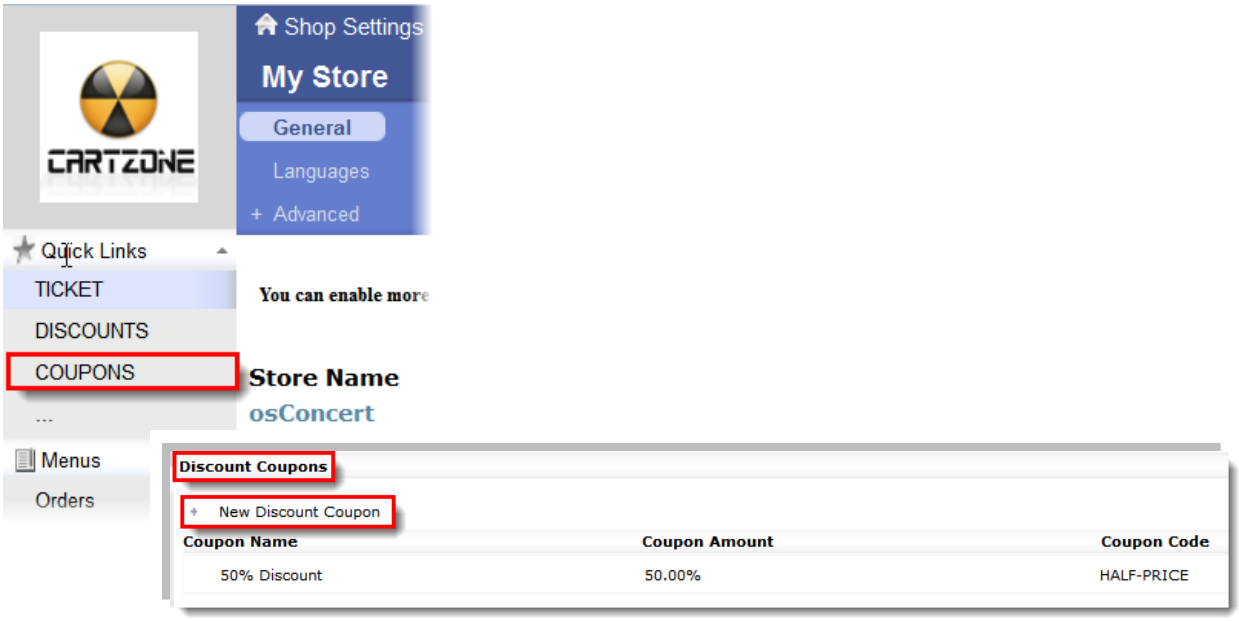
Related information: Add Social Networking

5. Sales

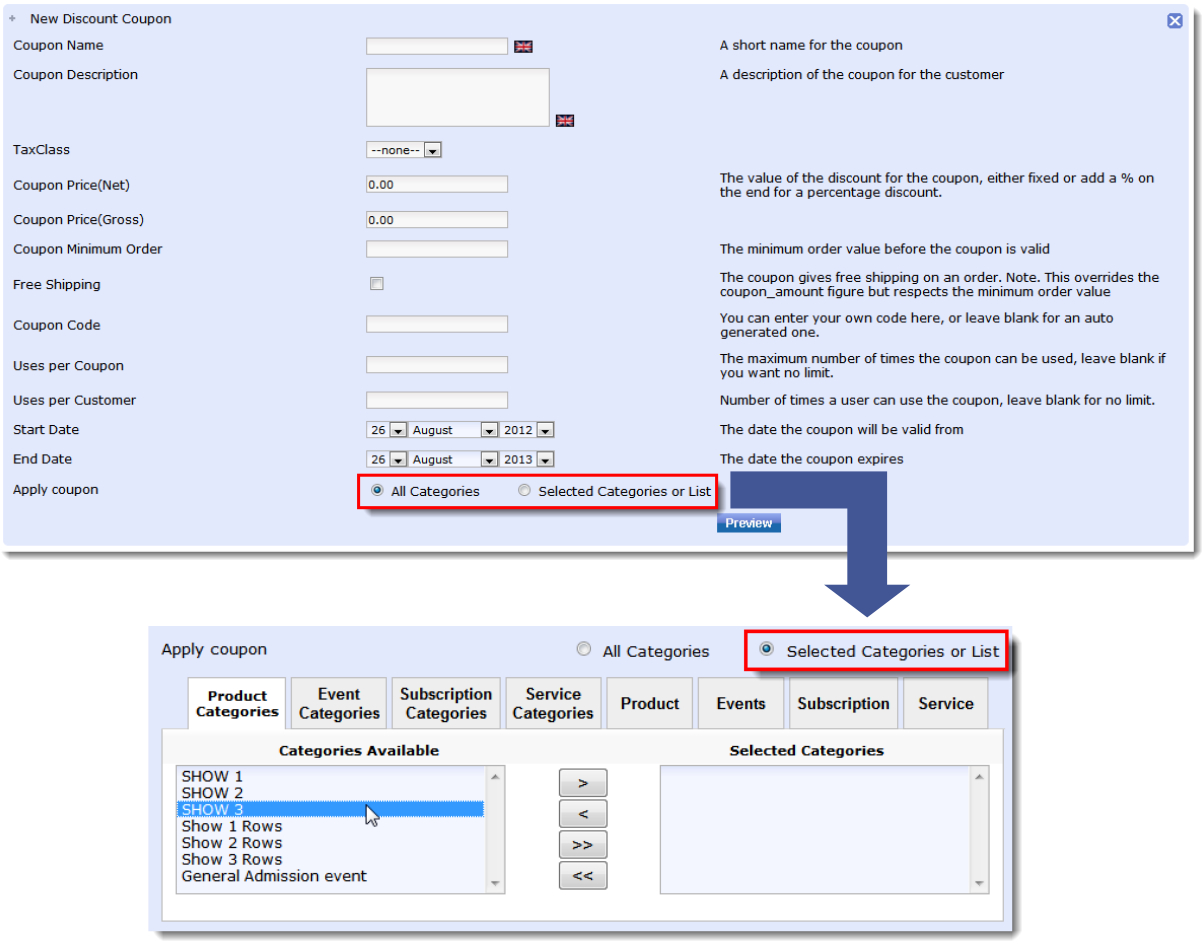
Sales Discount-Coupons

With osConcert it is possible to generate Discount-Coupons.

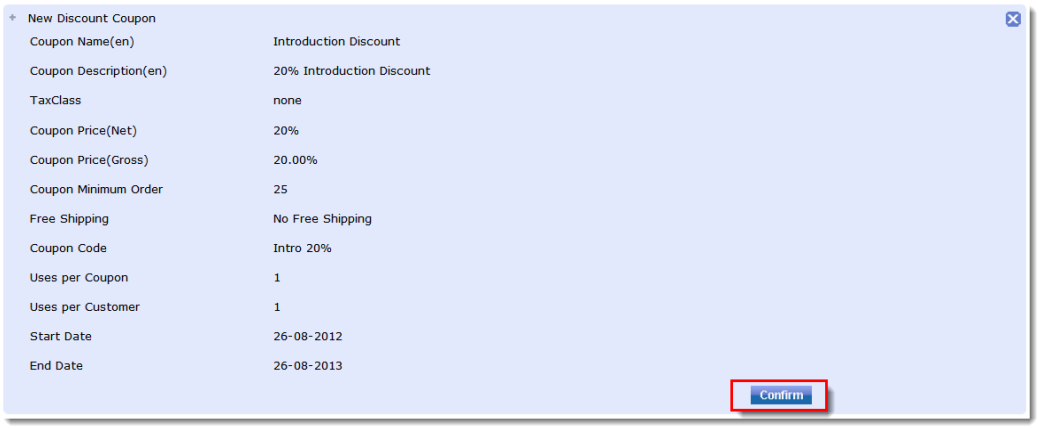
From the Left Menu, click the link 'COUPONS' Menu button. That will open the *Admin>'Vouchers/Coupons*



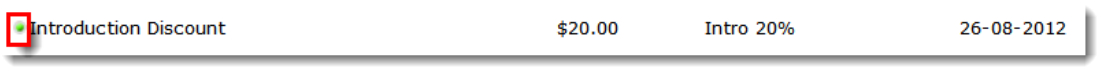
Click the 'New Discount Coupon'. Create the conditions for your Coupon with the help of the guide on the right side.



Click the PREVIEW button and click the CONFIRM button



This should save the coupon as Coupon Name list and you need to click the red status button to from **RED** to **GREEN** to activate it.



That should have created and activated a coupon and its COUPON code that you can send to your customers.

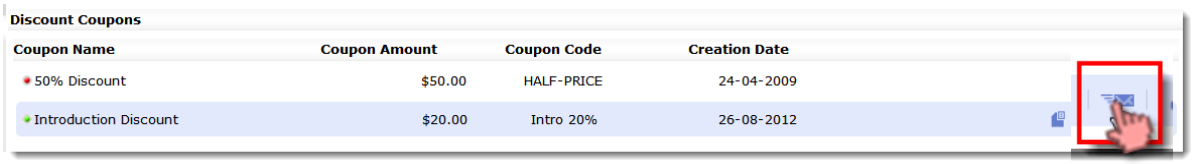
But before we do that we should also set the Order Totals in the osConcert to display coupon discount correctly at checkout.

Admin>Payment>Advanced>Order Totals

In the Oder Totals module first DELETE the already installed modules (SubTotal, Total etc) and then RE-INSTALL with Discount Coupons most likely your first module, followed by SubTotal and then Total module. This will give a correct order display in the checkout confirmation page.

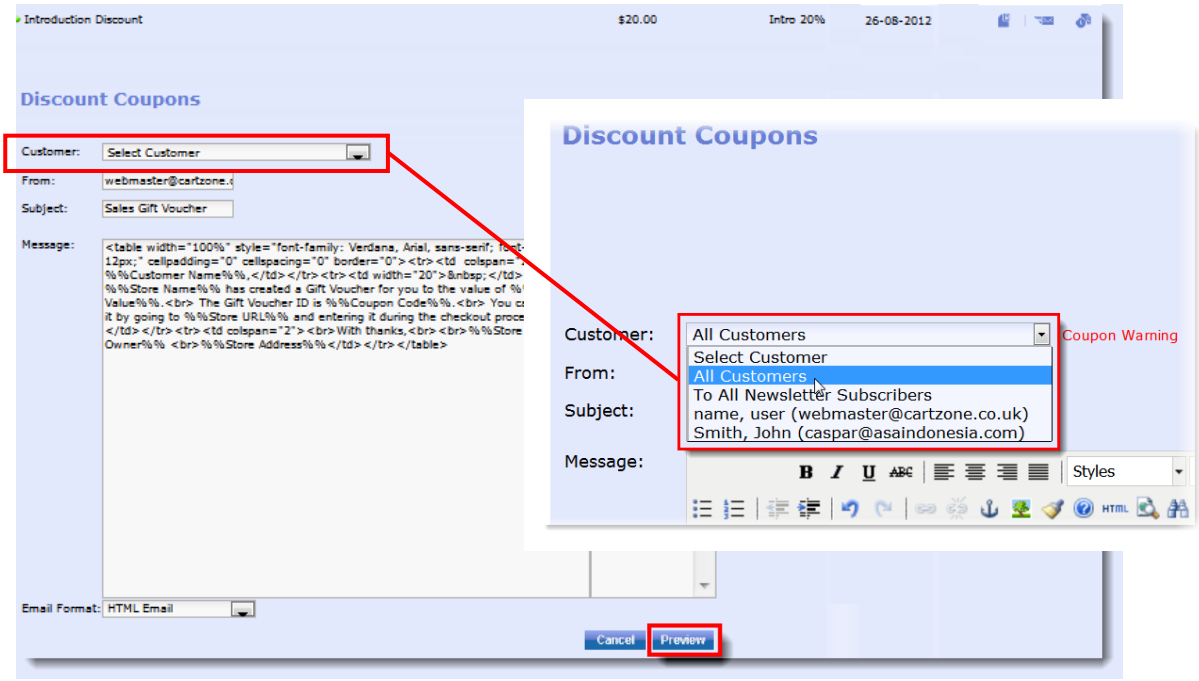
Emailing Discount Coupons

After the Discount-Coupon is created it can be emailed to your customers. Click and highlight the Coupon-tab and click on the EMAIL icon to open the coupon-email generator.

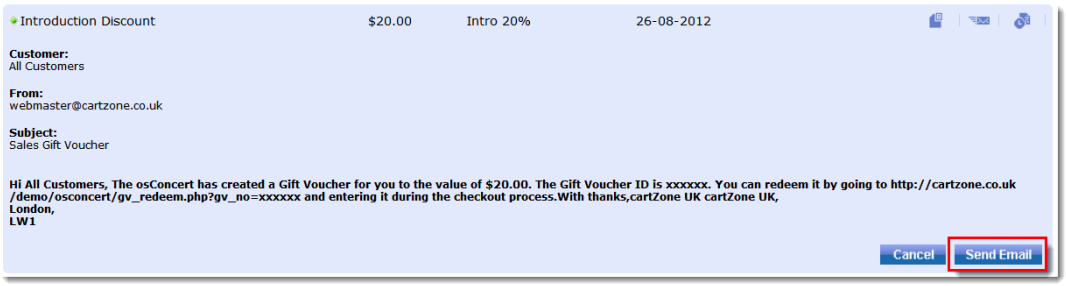


From the pull down menu, select to whom you want to email the Discount Coupons to.

Use the wysiwyg editor to edit the Discount Coupon text.

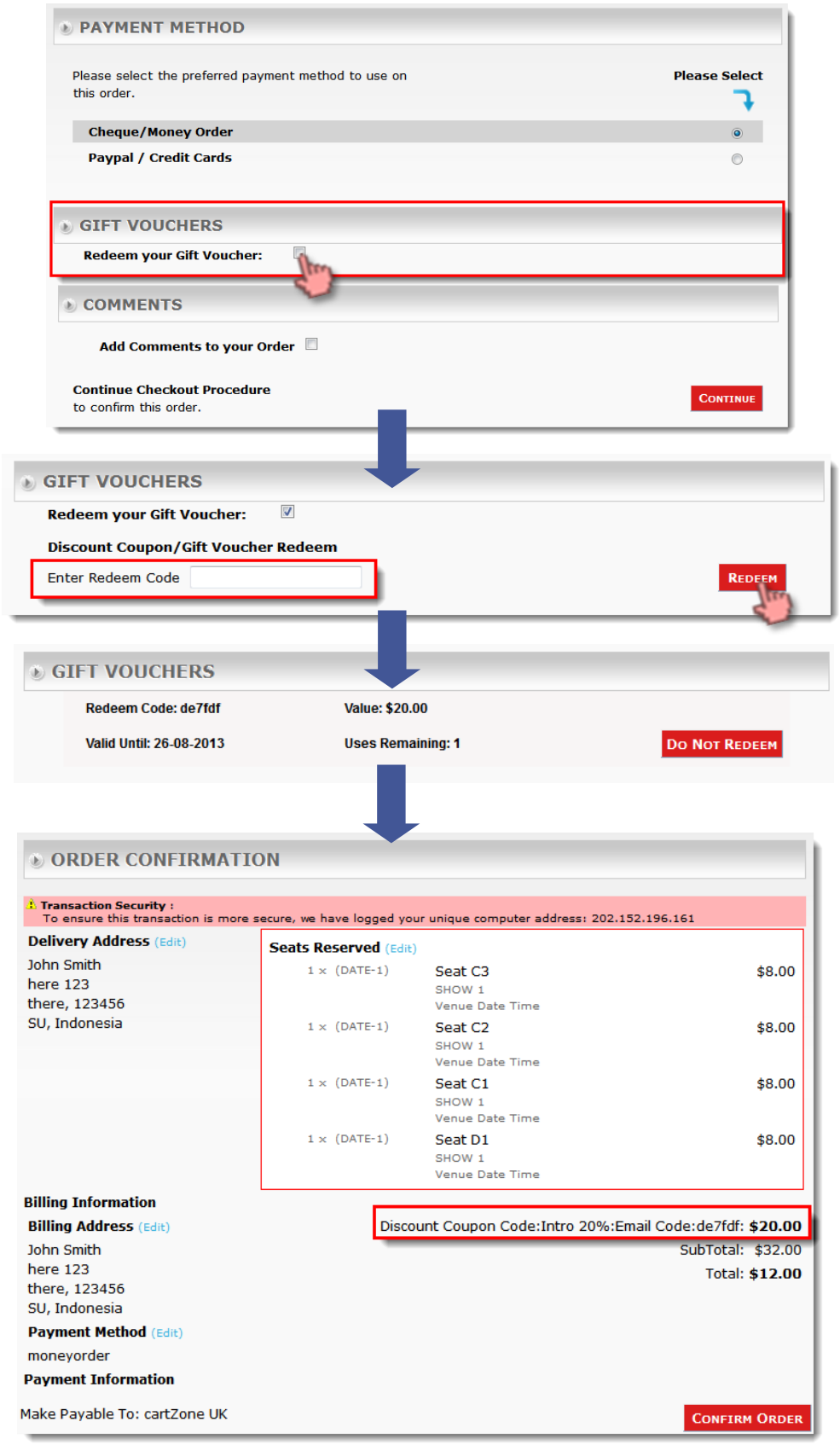


Click the PREVIEW button. Click the SEND EMAIL button.


Introduction Discount
$20.00
Intro 20%
26-08-2012
Customer:
All Customers
From:
webmaster@cartzone.co.uk
Subject:
Sales Gift Voucher
Hi All Customers, The osConcert has created a Gift Voucher for you to the value of $20.00. The Gift Voucher ID is xxxxxx. You can redeem it by going to http://cartzone.co.uk /demo/osconcert/gv_redeem.php?gv_no=xxxxxx and entering it during the checkout process.With thanks,cartZone UK cartZone UK,
London,
LW1
Cancel
Send Email

Your customers will receive the Coupon by email. All a customer need to do when they receive the COUPON code from you, is tick the Redeem Gift Voucher tick-box on the front end and enter the Voucher code in the appropriate REDEEM box where it now appears in the checkout process.

Note that the discount will be calculated and shown in all Order Details and even a Report inside osConcert.



Discount Reports

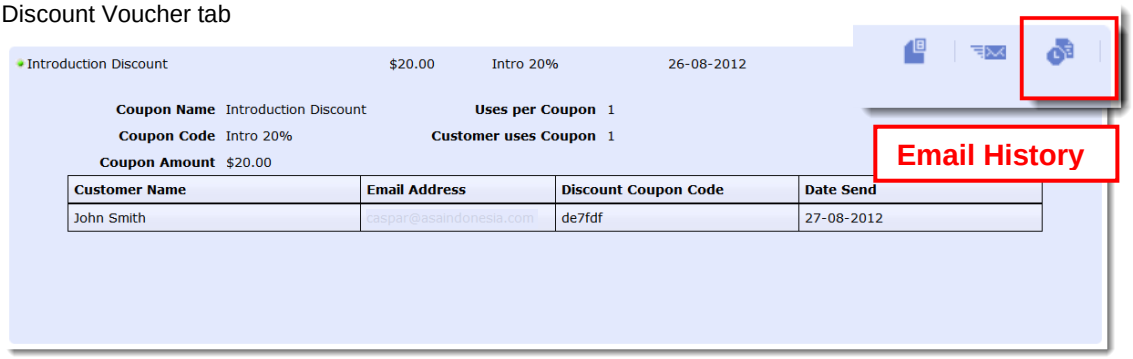
OsConcert has several reports to manage and monitor Discount Vouchers.

Discount Usage

To check on the Discount Usage, check the *Admin>Sales>Discount/Vouchers* tab

Discount History

For a History of emailed discount vouchers, *Admin>Sales>Discount/vouchers*, click the Email History icon on the Discount Voucher tab

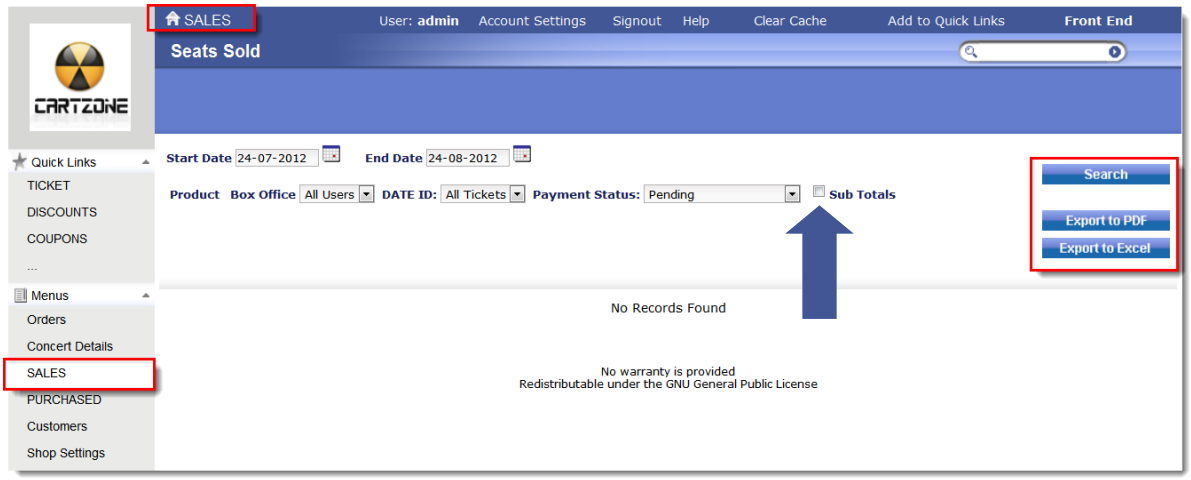


Sales Report

All orders have an Order Status. Among other functions, osConcert is using these order statuses to generate a Sales Report on-line and that can be Exported to PDF and MS-excel.

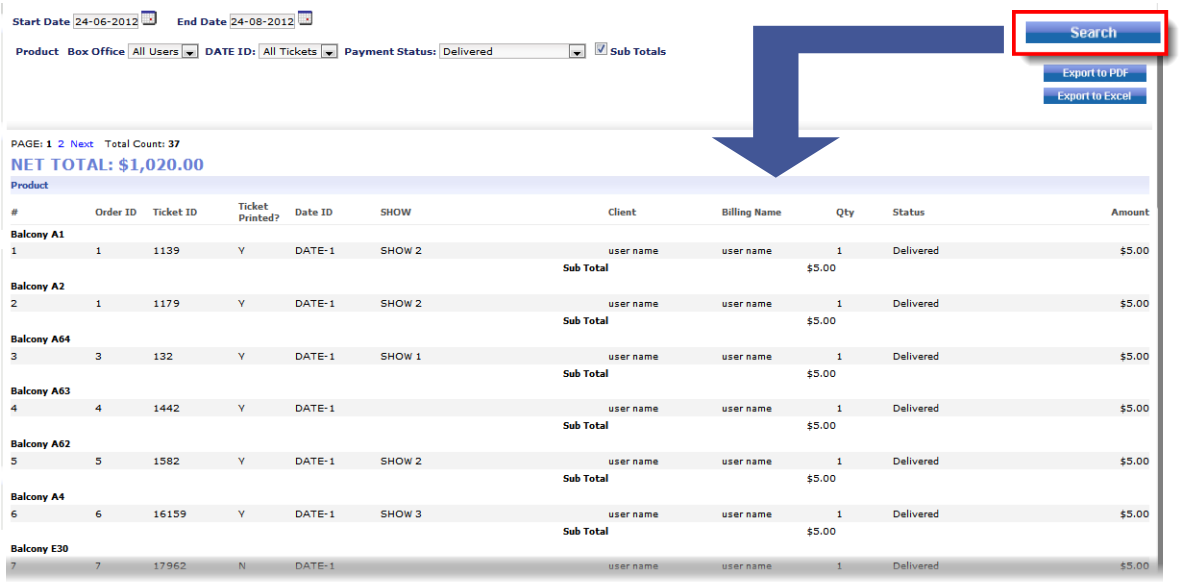
Admin>Sales

Make the appropriate selection from the pull down-menus and click either the SEARCH button or the EXPORT TO PDF or EXPORT TO EXCELL button.



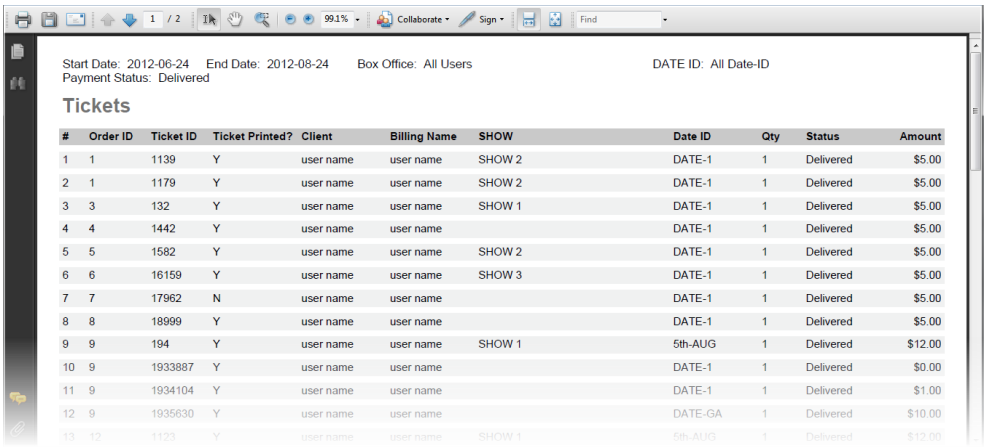
On Line Sales Report

Please enable or disable the “Sub Totals” tickbox. After the SEARCH button is clicked, the following Sales Report will show;


Start Date 24-06-2012
End Date 24-08-2012
Product
Box Office All Users
DATE ID: All Tickets
Payment Status: Delivered
Sub Totals
Search
Export to PDF
Export to Excel
PAGE: 1 2 Next Total Count: 37
NET TOTAL: $1,020.00
Product
Order ID Ticket ID Ticket Printed? Date ID SHOW Client Billing Name Qty Status Amount
Balcony A1
1 1 1139 Y DATE-1 SHOW 2 user name user name 1 Delivered $5.00
Sub Total $5.00
Balcony A2
2 1 1179 Y DATE-1 SHOW 2 user name user name 1 Delivered $5.00
Sub Total $5.00
Balcony A64
3 3 132 Y DATE-1 SHOW 1 user name user name 1 Delivered $5.00
Sub Total $5.00
Balcony A63
4 4 1442 Y DATE-1 user name user name 1 Delivered $5.00
Sub Total $5.00
Balcony A62
5 5 1582 Y DATE-1 SHOW 2 user name user name 1 Delivered $5.00
Sub Total $5.00
Balcony A4
6 6 16159 Y DATE-1 SHOW 3 user name user name 1 Delivered $5.00
Sub Total $5.00
Balcony E30
7 7 17962 N DATE-1 user name user name 1 Delivered $5.00

PDF Sales Report

When clicking EXPORT TO PDF, osConcert will generate a pop-up with the following Sales Report. Click the 'Saved as…' button to save the PDF file;



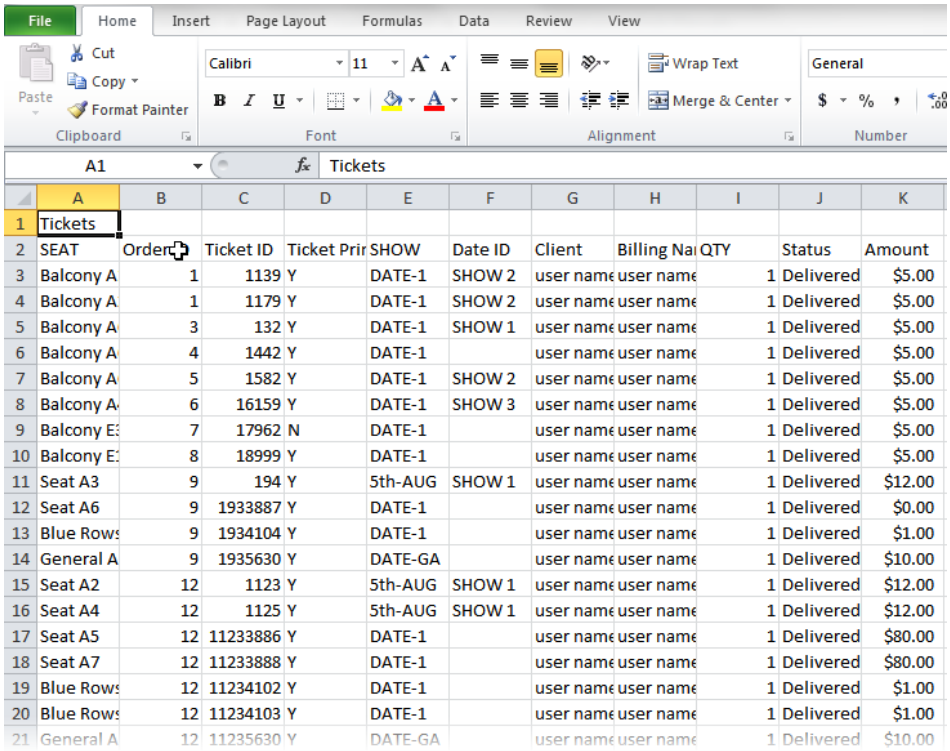
Start Date: 2012-06-24 End Date: 2012-08-24 Box Office: All Users DATE ID: All Date-ID
Payment Status: Delivered

Tickets

#	Order ID	Ticket ID	Ticket Printed?	Client	Billing Name	SHOW	Date ID	Qty	Status	Amount
1	1	1139	Y	user name	user name	SHOW 2	DATE-1	1	Delivered	$5.00
2	1	1179	Y	user name	user name	SHOW 2	DATE-1	1	Delivered	$5.00
3	3	132	Y	user name	user name	SHOW 1	DATE-1	1	Delivered	$5.00
4	4	1442	Y	user name	user name		DATE-1	1	Delivered	$5.00
5	5	1582	Y	user name	user name	SHOW 2	DATE-1	1	Delivered	$5.00
6	6	16159	Y	user name	user name	SHOW 3	DATE-1	1	Delivered	$5.00
7	7	17962	N	user name	user name		DATE-1	1	Delivered	$5.00
8	8	18999	Y	user name	user name		DATE-1	1	Delivered	$5.00
9	9	194	Y	user name	user name	SHOW 1	5th-AUG	1	Delivered	$12.00
10	9	1933887	Y	user name	user name		DATE-1	1	Delivered	$0.00
11	9	1934104	Y	user name	user name		DATE-1	1	Delivered	$1.00
12	9	1935630	Y	user name	user name		DATE-GA	1	Delivered	$10.00

Excel Sales Report

After the EXPORT TO EXCEL Button is clicked, a popup will ask you to save the file. Excel will generate the following Sales report that can be further edited to suit your needs;



File Home Insert Page Layout Formulas Data Review View

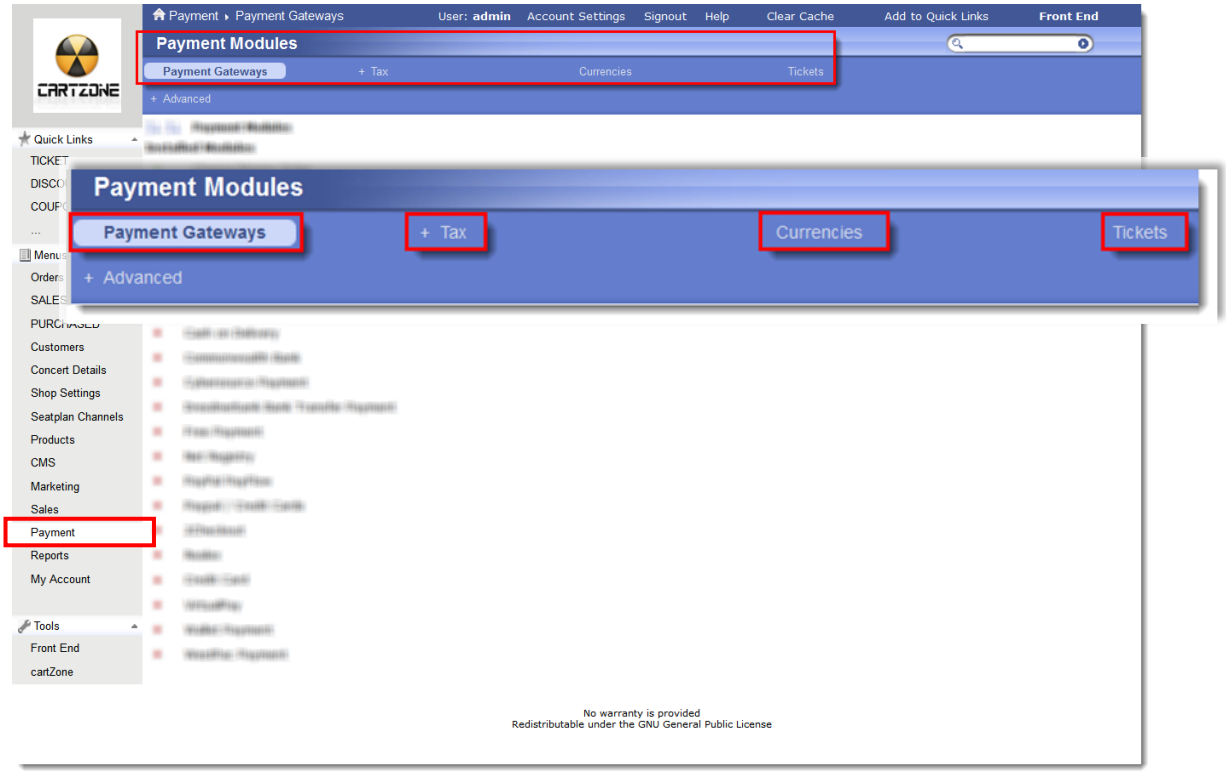
Cut Copy Format Painter Paste — Clipboard
Calibri 11 — Font
Wrap Text Merge & Center — Alignment
General — Number

A1 fx Tickets

	A	B	C	D	E	F	G	H	I	J	K
1	Tickets										
2	SEAT	Order	Ticket ID	Ticket Prir	SHOW	Date ID	Client	Billing Nai	QTY	Status	Amount
3	Balcony A	1	1139	Y	DATE-1	SHOW 2	user name	user name	1	Delivered	$5.00
4	Balcony A	1	1179	Y	DATE-1	SHOW 2	user name	user name	1	Delivered	$5.00
5	Balcony A	3	132	Y	DATE-1	SHOW 1	user name	user name	1	Delivered	$5.00
6	Balcony A	4	1442	Y	DATE-1		user name	user name	1	Delivered	$5.00
7	Balcony A	5	1582	Y	DATE-1	SHOW 2	user name	user name	1	Delivered	$5.00
8	Balcony A	6	16159	Y	DATE-1	SHOW 3	user name	user name	1	Delivered	$5.00
9	Balcony E	7	17962	N	DATE-1		user name	user name	1	Delivered	$5.00
10	Balcony E	8	18999	Y	DATE-1		user name	user name	1	Delivered	$5.00
11	Seat A3	9	194	Y	5th-AUG	SHOW 1	user name	user name	1	Delivered	$12.00
12	Seat A6	9	1933887	Y	DATE-1		user name	user name	1	Delivered	$0.00
13	Blue Rows	9	1934104	Y	DATE-1		user name	user name	1	Delivered	$1.00
14	General A	9	1935630	Y	DATE-GA		user name	user name	1	Delivered	$10.00
15	Seat A2	12	1123	Y	5th-AUG	SHOW 1	user name	user name	1	Delivered	$12.00
16	Seat A4	12	1125	Y	5th-AUG	SHOW 1	user name	user name	1	Delivered	$12.00
17	Seat A5	12	11233886	Y	DATE-1		user name	user name	1	Delivered	$80.00
18	Seat A7	12	11233888	Y	DATE-1		user name	user name	1	Delivered	$80.00
19	Blue Rows	12	11234102	Y	DATE-1		user name	user name	1	Delivered	$1.00
20	Blue Rows	12	11234103	Y	DATE-1		user name	user name	1	Delivered	$1.00
21	General A	12	11235630	Y	DATE-GA		user name	user name	1	Delivered	$10.00

6. Payments

In *Admin>Payment* the payment related modules Payment gateways, Tax Currencies, and Tickets are configured and managed. Note that the modules in this chapter are explained in order of setting-up importance.



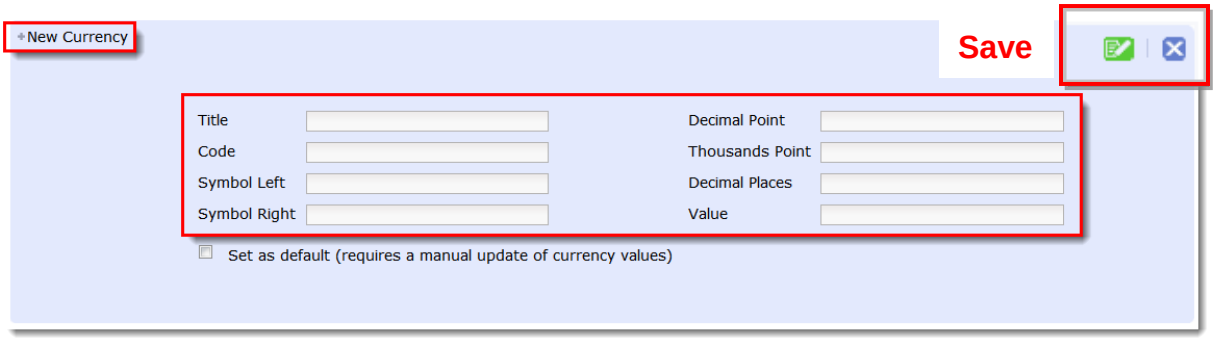
Currencies

In osConcert any currency can be created and edited at any time. The default currency of osConcert is USD ($) but this default setting and any other currency settings, including the denotation (symbol), Decimal or Thousands Point can easily be edited to suit your needs

Setting up a New (default) Currency
IMPORTANT! It is recommended to set up a (new) Default Currency early on!

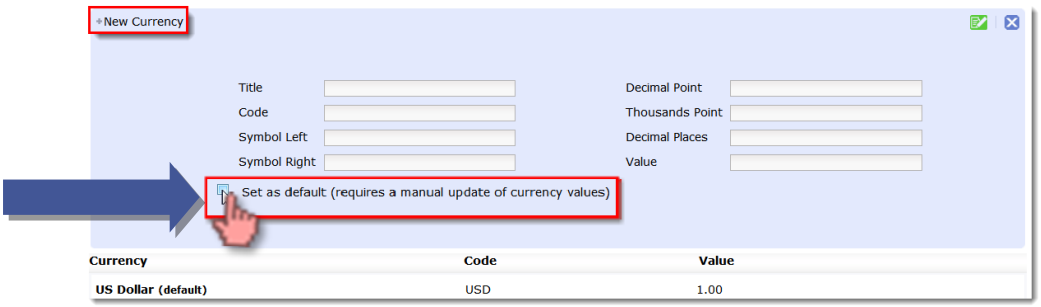
Click on NEW CURRENCY in *Admin>Payment>Currencies*

Click to expand the NEW CURRENCY tab then click the EDIT button to fill out the respective fields.

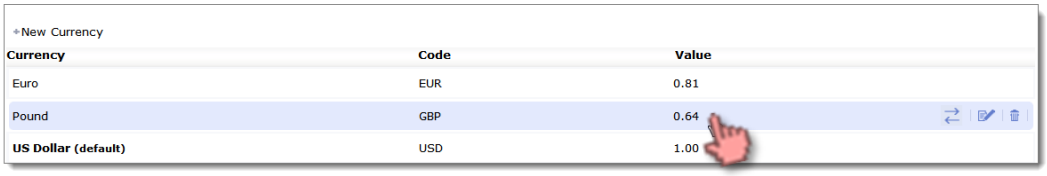


Title	Type here the TITLE of the new currency (=back end information) used for the listing at the Admin>Payment>Currencies.
Code	Type here the CODE or an abbreviation of the Currency, Code is used in the preview of the expanded currency tab.
Symbol Left (front end)	Type the denotation (symbol) at the LEFT of the amount. For international currency codes, see also www.oanda.com. **Tip!** Use a word processor to generate the symbol, then copy&paste the symbol into the Symbol left field in osConcert.
Symbol Right (front-end)	Some currencies require a symbol or string of characters **after** the amount, for example “cents”. Type here the right symbol.
Decimal Point	Type here the symbol for the decimal point.
Thousand Point	Type here the symbol for the Thousand Point.
Value	If this is the “Default currency”, set value to 1.00000000. If this not the default currency, type here the *exchange-rate value* for your currency, eg the value in relationship to your Default Currency. NOTE: the exchange rate values need to be manually updated periodically. See also www.oanda.com.

IMPORTANT! *EVERYTIME* a currency is set up OR edited, ensure to tick the default-tick-box to set the currency as the default currency and click the SAVE button! Failure to do so will result in osConcert displaying “Price=0” without a Currency.

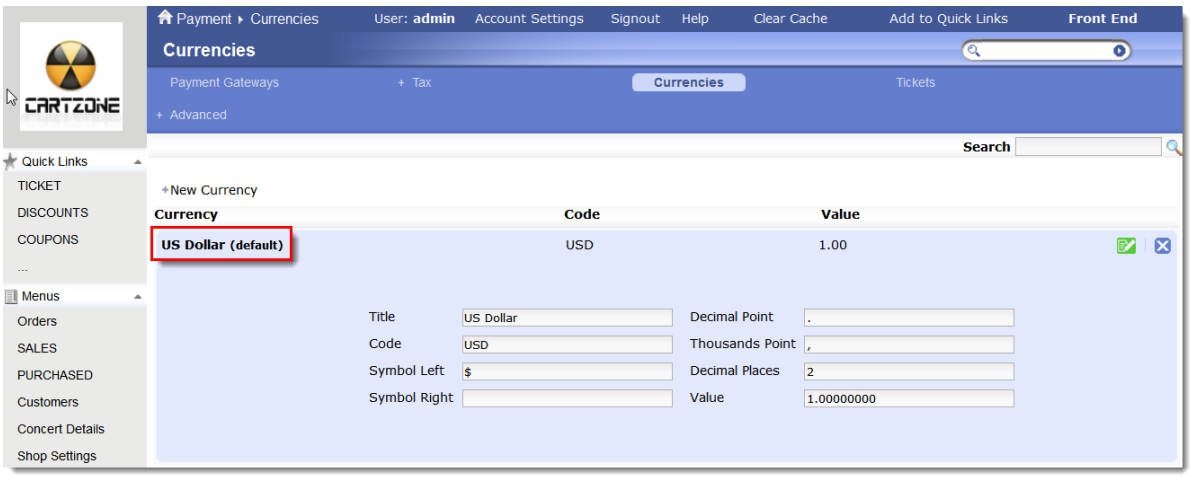


The 'New Currency' listing at the back end:



Editing a Currency

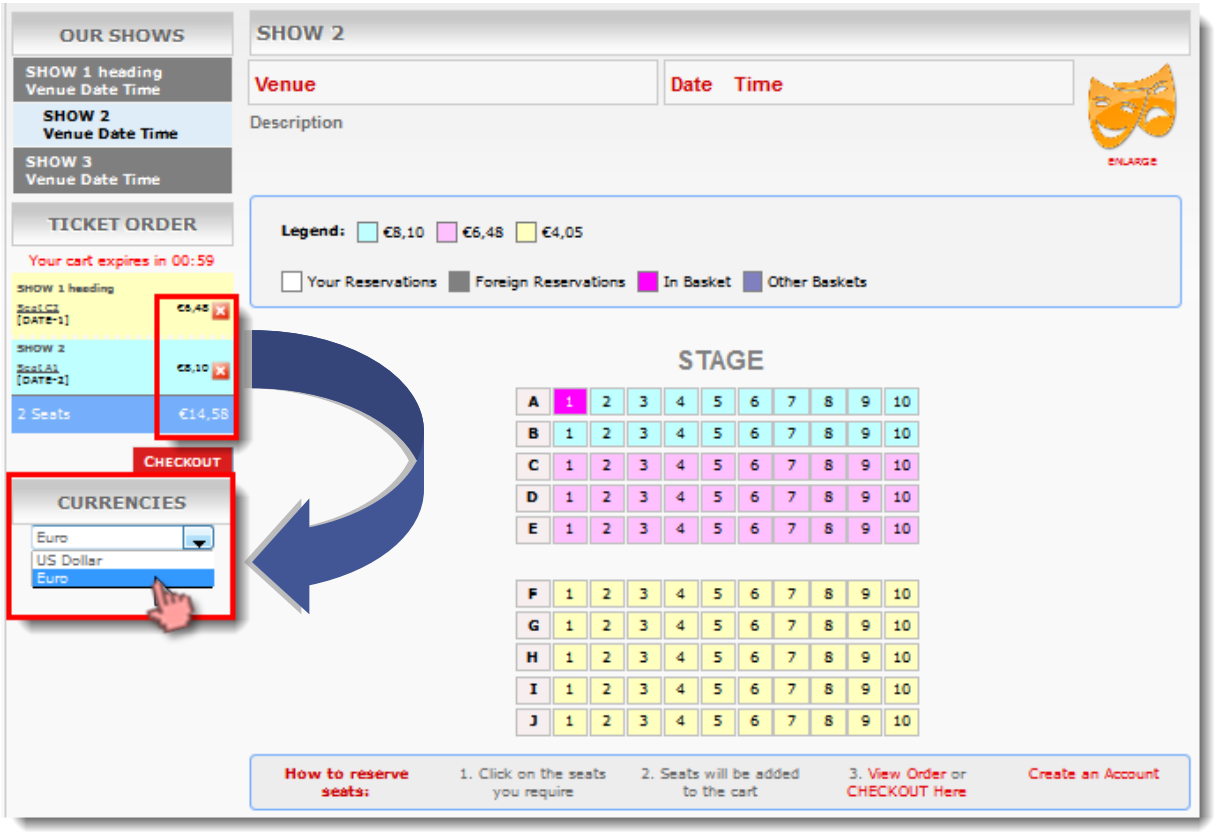
To edit a currency, also the Default currency, follow instructions in Setting up a New (default) Currency



Displaying Currencies (front end)

After setting up 2 or more currencies, 'Enable Currency' module in *Admin>Shop Settings>Templates>Info boxes*. This will add a currency pull-down module at the front end that allows your customers to make a currency selection at the left side menu at the front end at the moment of ordering. After selection of a different currency, all prices will automatically display in the selected currency.

The 'New Currency' listing at the back end:

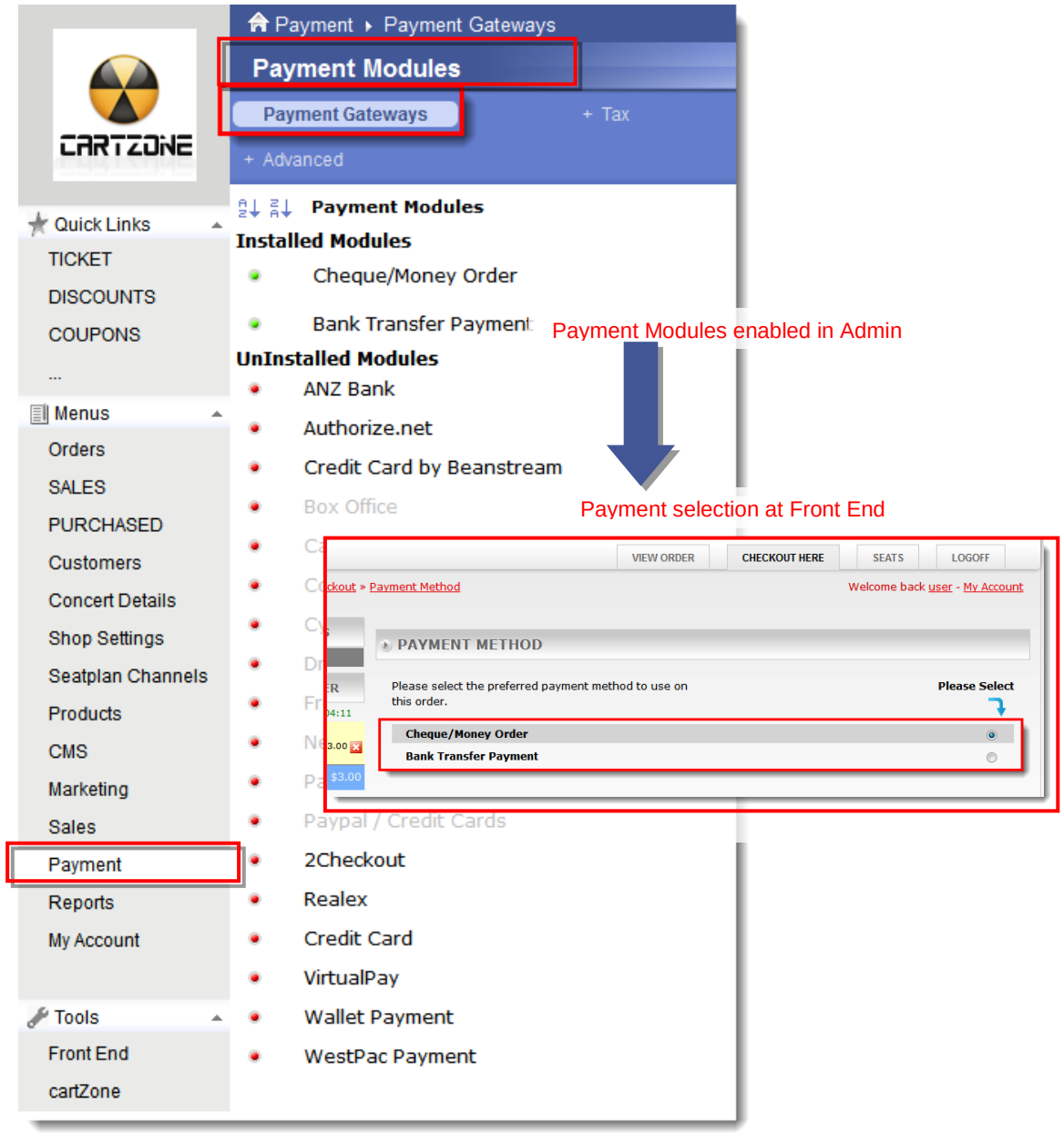


Payment Selection (at Front End)

Regardless how you configure osConcert offering tickets to your customers (eg. Paid, Free, with Seat-Plans, General Admission or with a Box Office), in order to complete a successful transaction, osConcert needs to be configured with 1 or more pre-installed payment modules[4].

NOTE: only if 2 or more Payment Modules are installed AND these Payment Modules are set-up to be (world)zone-specific, customers (from these specific World Zones will be able to make a preferred selection at the Front-End.

Payment Modules in Admin>Payment>Payment Gateways



[4]osConcert offers several tested and ready to use.**Error! Reference source not found.** Other supported Payment Modules are; WorldPay, NovelNet (GermanDirectDebit),SagePay(UK), MPESA (Cellphone Payments), NBEPay (Malaysia), GestPay-banco sella (Italy), CC-Avenue,Maybank (Malaysia), iPay88 (Malaysia), PaymentTech, GlobalGateway, ePDQ (UK) and.need to be configured by a professional payment technician/programmer. All other loaded payment modules in osConcert serve are free open source files for further payment integration within osConcert.

Payment, Order Status and Ticket Delivery
In osConcert as in any shopping cart it is important to understand the 'order status'. We should remember that a 'Pending' status will mean that we have yet to collect full payment and a 'Delivered' status will mean that we have full payment and we can release our PDF E-Tickets for download and printing. All our Payment Modules will need the correct payment status. We have 'Pending'(1), 'Processed'(2), 'Delivered'(3),'Backorder'(4), 'Refund'(5), and 'Preparing [Paypal]'(6), -where () is the programming element.

IMPORTANT!: It is recommended that new users DO NOT set the delivery status of a Payment Module to "Processed" as the final status.

The Payment Modules for paid ticket sales with osConcert are programmed in such way that the default delivery status of e-tickets is set to the appropriate delivery setting to ensure a successful transaction. If osConcert is set up to offer e-tickets for which first a payment needs to be received (=processed), for example by a Cheque/Money Order or Bank Transfer, the default delivery status in these Payment Modules is set to "Pending".

And, for example for FREE tickets, the default delivery status is set to "Delivered". OsConcert will send an automatic email with the e-ticket and customers can also access their account to retrieve e-ticket(s) immediately as there is no need to first process (receive) any payment.

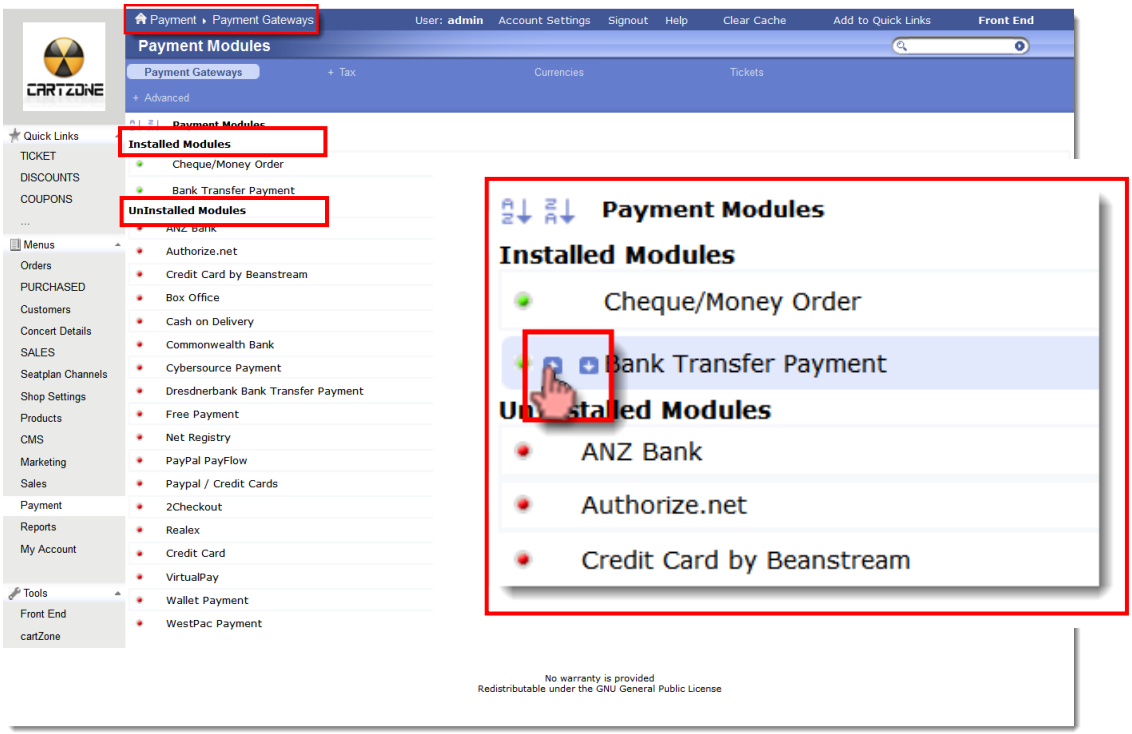
Payment Module Inclusions/Exclusions
Because osConcert comes with a build in security feature that automatically detects and records the IP-address of ordering customers, the zone and/or the country of ordering customer is determined by osConcert. The Payment Modules *has to be configured* to be zone and/or country selective; if zones and/or countries are set to be included or excluded in a Payment Module, this payment method is either enabled or disabled for customers in these zone and/or countries. This is a handy feature if, for example, to focus money orders from only customers in a certain zone and/or country. For all customers from all other zones and/or countries the Money Order option *will not be visible* at the front end but these customers will see the other payment options for which they are not excluded.

For Free Tickets, osConcert has a pre-installed Free Payment module; if a true "0" order value is detected, there is a modified check-out, bypassing the whole check-out process altogether.

Installing Payment Modules
osConcert offers a list of Payment Modules that you can install, rename, edit and delete (uninstall) from the listing. For example Cheque, Money Order, PayPal or a dedicated payment processing option of one of many national Banks[5].

Admin>Payment>Payment Gateways

In the Payment gateways the INSTALLED and the UNINSTALLED Payment Modules are listed. The order of the installed Payment Modules (=Back-end and Front-end) can be changed by clicking the up or down arrow next to the Payment Module name.



For UNINSTALLED payment modules, select a payment Module from the uninstalled modules and click to expand the payment module tab. Click the INSTALL button.

The installed Payment Module will now be listed in the Installed Payment Gateways summary.

Deleting a Payment Module
It is possible to delete a Payment Module. However, it may be easier just to HIDE a payment module at front end and preserve the settings; to do so, double click to expand the Payment Module tab, click EDIT and change the TRUE status to *FALSE*.

[5] *If the payment option you want to use is not listed and you want to have a customized payment module, Cartzone may be able to assist but please do not underestimate this (credit card) processing; you will need a merchant account with a bank and your bank might recommend third party software extensions that needs to be integrated into osConcert. For more info, please contact us webmaster@cartzone.co.uk.*

Payment Modules – introduction

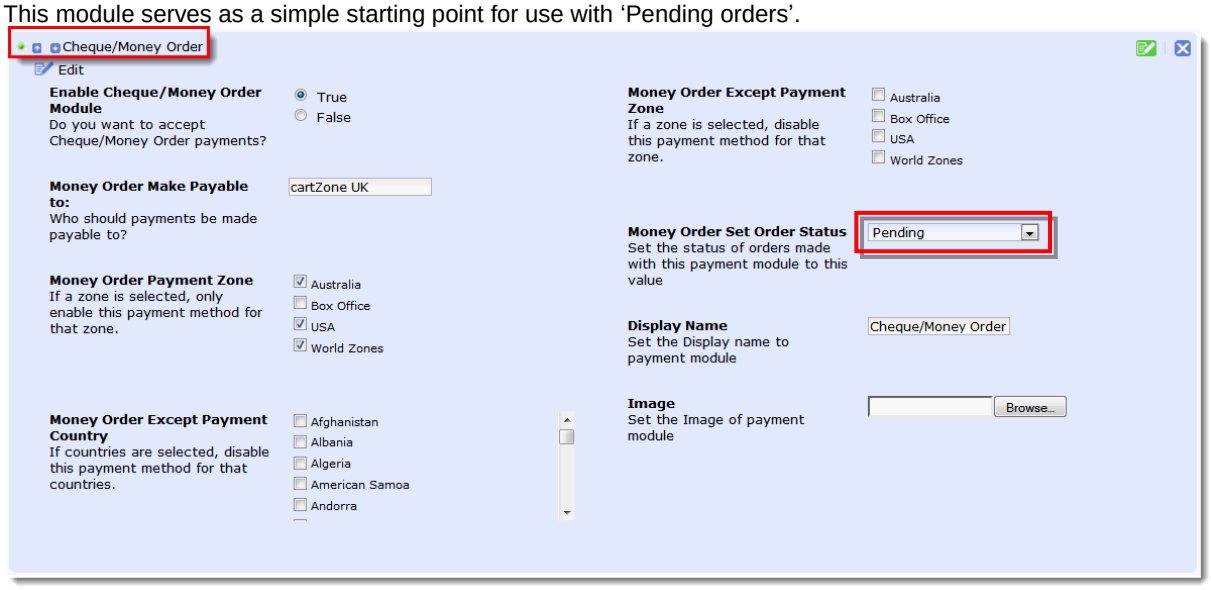
In osConcert, as in any shopping cart it is important to understand the 'order status'. We should remember that a 'Pending' status will mean that we have yet to collect full payment and a 'Delivered' status will mean that we have full payment and we can release our PDF E-Tickets for download and printing. All our Payment Modules will need the correct payment status. The most important payment statuses are; 'Pending'(1), 'Processed'(2), 'Delivered'(3). (the other statuses are 'Backorder'(4), 'Refund'(5), and 'Preparing [Paypal]'(6), where ()is the programming element)

All installed Payment Modules in osConcert are listed in alphabetical order and can be previewed by double clicking on a Payment Module tab. To edit, install the module first, then click the EDIT button to configure the Payment Module fields.

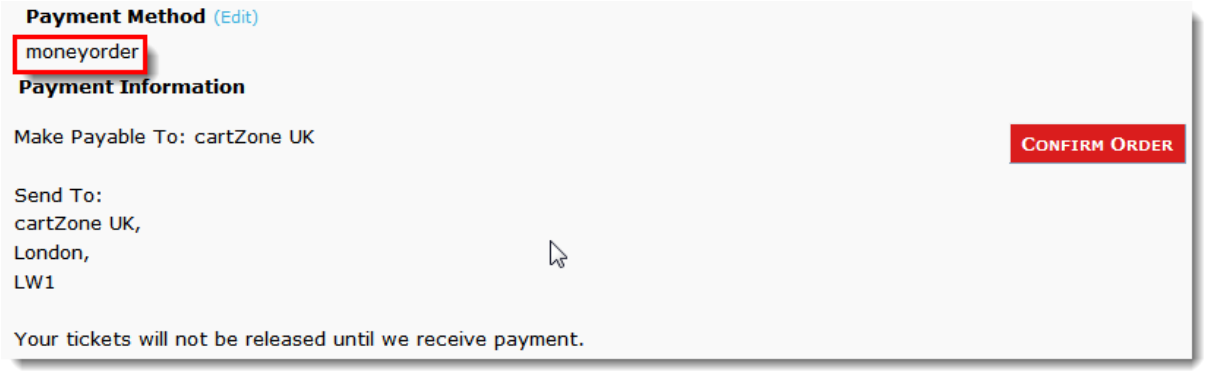
Admin>Payment>Payment Gateways

Cheque/Money Order

This module serves as a simple starting point for use with 'Pending orders'.

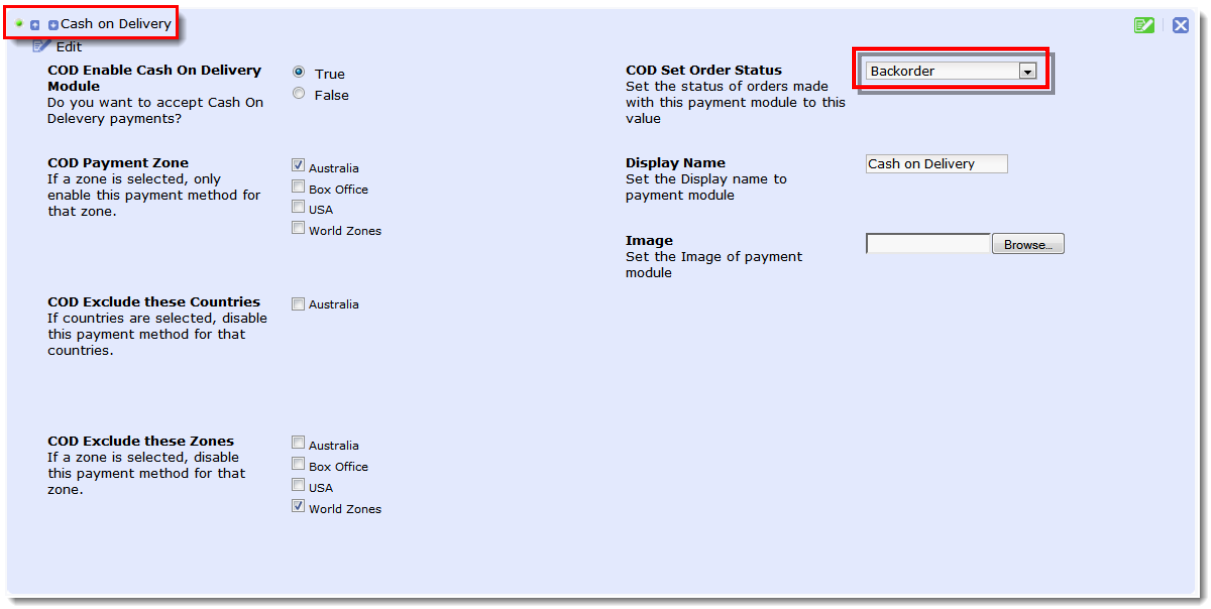


Money order payment message displayed at the Front End:



COD (Cash On Delivery)

Similar to Cheque/Money order Payment Module, Cash on Delivery (COD) Module is also a simple module for use with “Pending” or “Back-order” orders.


Cash on Delivery
Edit
COD Enable Cash On Delivery Module
Do you want to accept Cash On Delevery payments?
True
False
COD Set Order Status
Set the status of orders made with this payment module to this value
Backorder
COD Payment Zone
If a zone is selected, only enable this payment method for that zone.
Australia
Box Office
USA
World Zones
Display Name
Set the Display name to payment module
Cash on Delivery
Image
Set the Image of payment module
Browse...
COD Exclude these Countries
If countries are selected, disable this payment method for that countries.
Australia
COD Exclude these Zones
If a zone is selected, disable this payment method for that zone.
Australia
Box Office
USA
World Zones

Paypal/Paypal Credit Cards (IPN)
The Instant Payment Notification (IPN) is a message service that notifies you of events related to PayPal transactions.

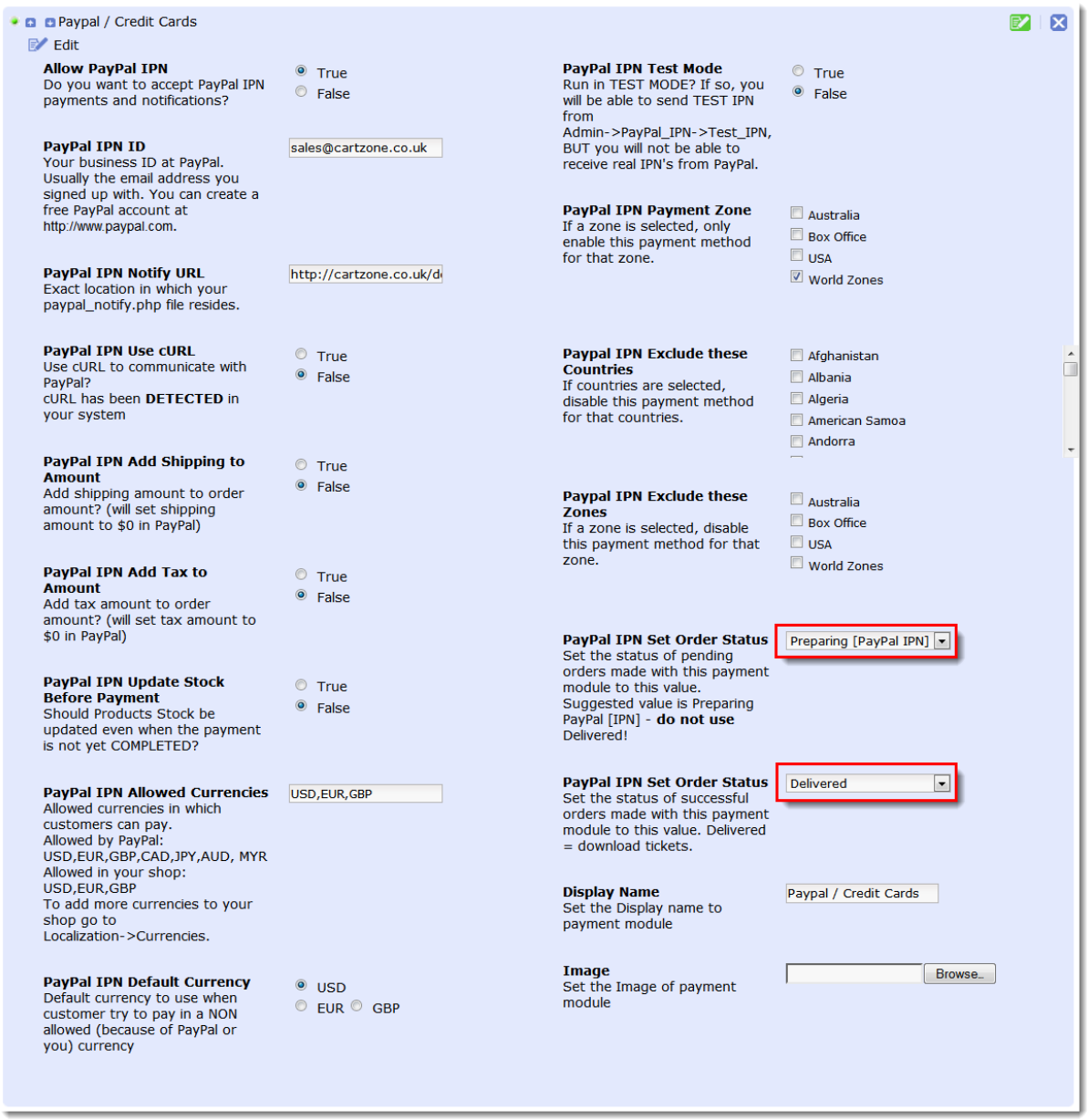
Our free Paypal IPN module will give you 2 options at the Paypal Payment page;

#1 The option for customers with a Paypal account to easily login and complete payment (*note: as long as you have "PayPal Account Optional" enabled inside your PayPal merchant account settings*).

#2 The option to choose to pay by Paypal Credit Cards (Mastercard is for USA only)

This PayPal service is free but you ***must have a Paypal business email account***. For more info, please visit PayPal.

IMPORTANT! Failure to make the correct settings for the Payment IPN will be disastrous! Set up this Payment Module VERY CAREFULLY! READ the SPECIAL help file; Using PayPal IPN

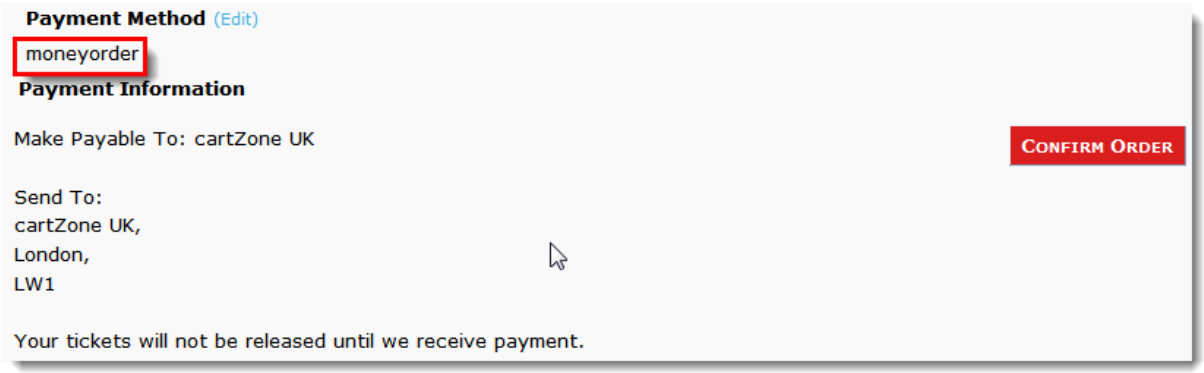

Paypal / Credit Cards
Edit
Allow PayPal IPN
Do you want to accept PayPal IPN payments and notifications?
True
False
PayPal IPN ID
Your business ID at PayPal. Usually the email address you signed up with. You can create a free PayPal account at http://www.paypal.com.
sales@cartzone.co.uk
PayPal IPN Notify URL
Exact location in which your paypal_notify.php file resides.
http://cartzone.co.uk/d
PayPal IPN Use cURL
Use cURL to communicate with PayPal?
cURL has been DETECTED in your system
True
False
PayPal IPN Add Shipping to Amount
Add shipping amount to order amount? (will set shipping amount to $0 in PayPal)
True
False
PayPal IPN Add Tax to Amount
Add tax amount to order amount? (will set tax amount to $0 in PayPal)
True
False
PayPal IPN Update Stock Before Payment
Should Products Stock be updated even when the payment is not yet COMPLETED?
True
False
PayPal IPN Allowed Currencies
Allowed currencies in which customers can pay.
Allowed by PayPal:
USD,EUR,GBP,CAD,JPY,AUD, MYR
Allowed in your shop:
USD,EUR,GBP
To add more currencies to your shop go to Localization->Currencies.
USD,EUR,GBP
PayPal IPN Default Currency
Default currency to use when customer try to pay in a NON allowed (because of PayPal or you) currency
USD
EUR
GBP
PayPal IPN Test Mode
Run in TEST MODE? If so, you will be able to send TEST IPN from Admin->PayPal_IPN->Test_IPN, BUT you will not be able to receive real IPN's from PayPal.
True
False
PayPal IPN Payment Zone
If a zone is selected, only enable this payment method for that zone.
Australia
Box Office
USA
World Zones
Paypal IPN Exclude these Countries
If countries are selected, disable this payment method for that countries.
Afghanistan
Albania
Algeria
American Samoa
Andorra
Paypal IPN Exclude these Zones
If a zone is selected, disable this payment method for that zone.
Australia
Box Office
USA
World Zones
PayPal IPN Set Order Status
Set the status of pending orders made with this payment module to this value. Suggested value is Preparing PayPal [IPN] - do not use Delivered!
Preparing [PayPal IPN]
PayPal IPN Set Order Status
Set the status of successful orders made with this payment module to this value. Delivered = download tickets.
Delivered
Display Name
Set the Display name to payment module
Paypal / Credit Cards
Image
Set the Image of payment module
Browse..

The PayPal Credit Cards IPN payment message displayed at the Front End will depend on what payment option you have with PayPal: The payment option will also determine if your customers are leaving your website or not.

Bank Transfer Payment

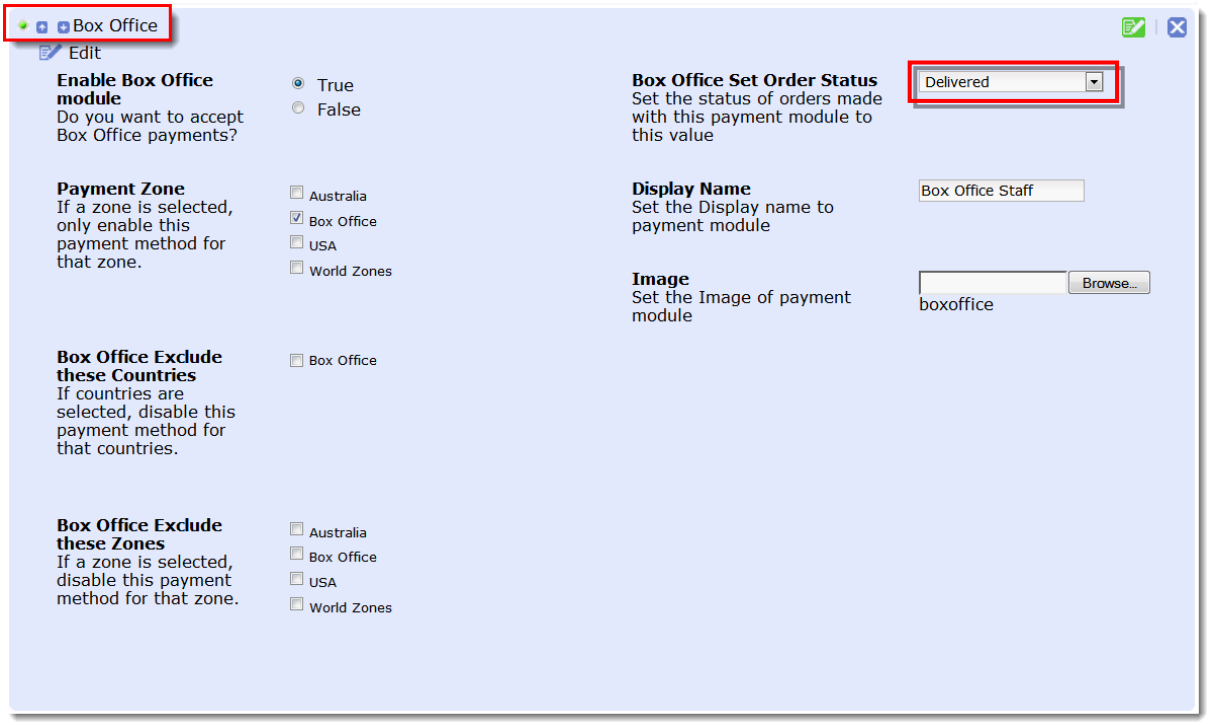
The Bank Transfer/Money Order Payment Module (BT) is configurable for all banks for 'Pending' orders and ***not*** for *Direct debit*. NOTE; the various Australian and German bank Payment Modules are basically identical Bank Transfer modules and need to be edited to suit your needs.

Bank Transfer/Money order payment message displayed at the Front End:



Box Office

The Box Office Payment Module (BO) is the associated module for the osConcert Front End Box Office system. OsConcert has ability to nominate special customer accounts to be in the BOX OFFICE (by selecting BO in the Country Zone). The Administrator should nominate a (Customer) account to be a Box Office Staff or Agent, therefore they may well register through the Front End or the Administrator can create the customer account in the *Admin>Customers>New Customer.* Details described here: Box Office Checkout.



Free Payment

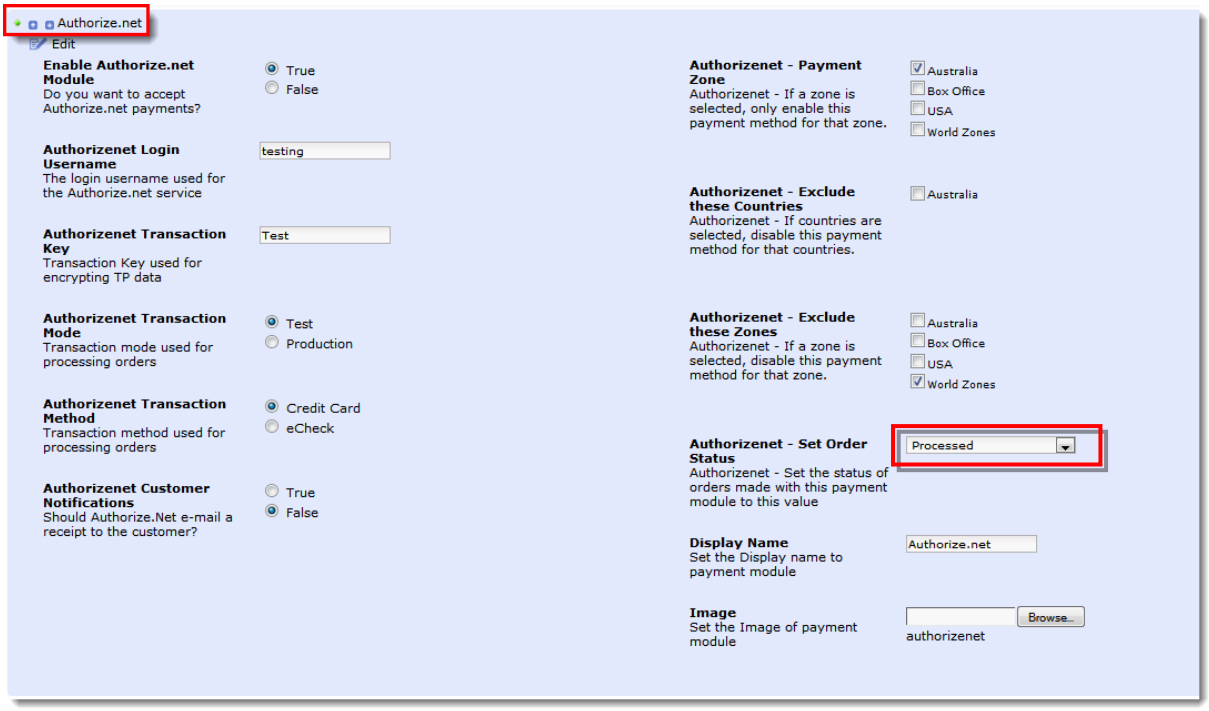
The Free Payment is an invisible module introduced recently to help users issue complimentary tickets. The Free Payment Module works in tandem with the Gift Voucher/Coupon feature. .

After the administrator installs and enables the Free Payment Module, whenever anybody uses their complimentary coupon code (100% discount) e.g 'COMP' they will be able to complete the checkout process with as 'zero' order total and if the order status of the module is set at 'Delivered' they will be able to generate and print their tickets without problem.

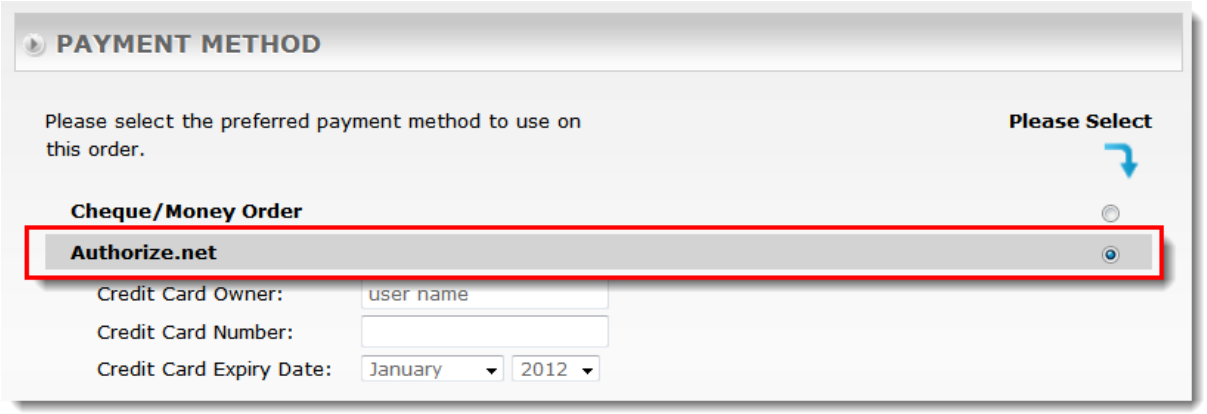
IMPORTANT! A truly FREE concert is taken care of by a free checkout process, bypassing the whole checkout process altogether if a 'zero' order is detected.

Authorize.net

Authorize.net (AN) is a USA based Payment Gateway that is fully functional. After installation the module only needs an Authnet Login Username and Transaction Key to activate. For more info; www.authorize.net

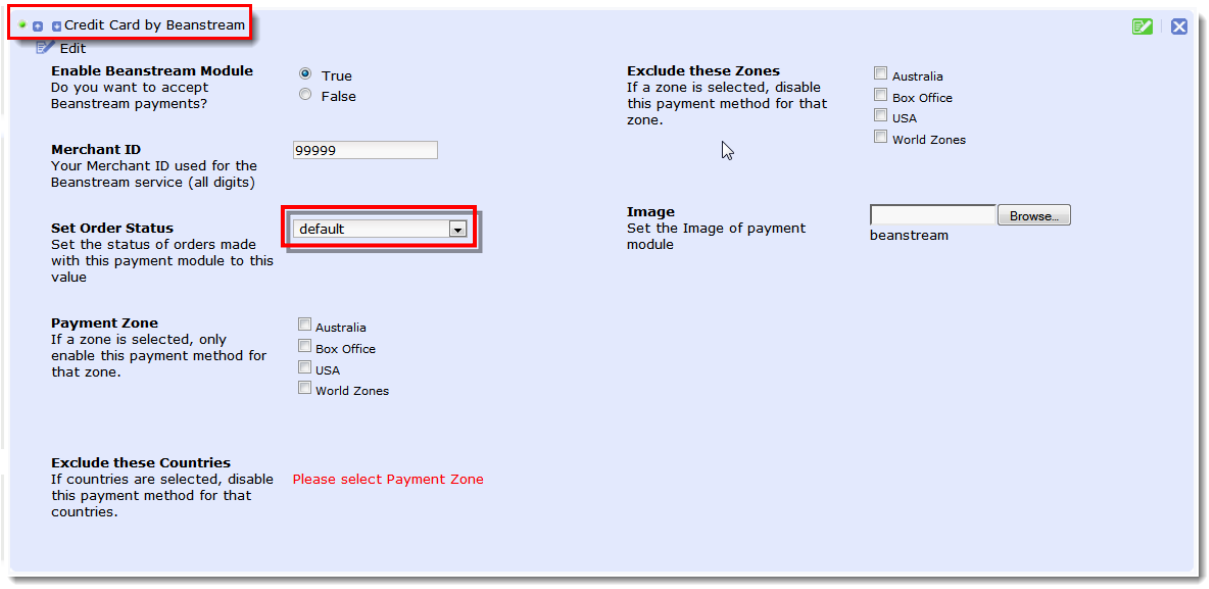


Authorize.net message displayed at the Front End:

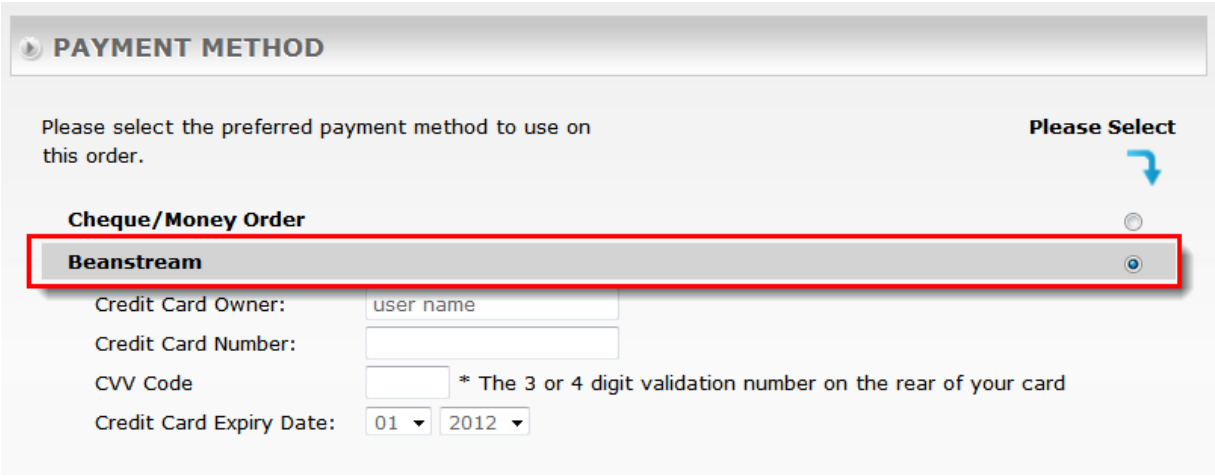


Credit card by Beanstream

Credit Card Beanstream (CCB) is a Canadian Payment gateway, merchant account provider and online credit card processing service and was functional 2 years ago. For more info; www.beanstream.com

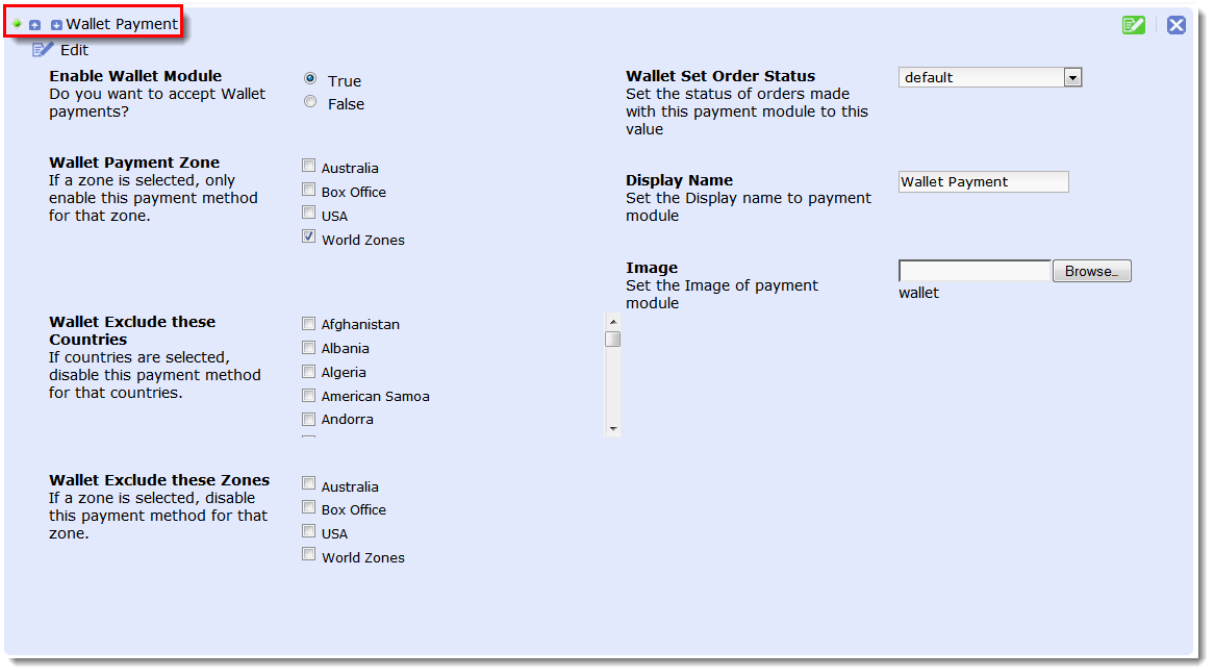


Bean Stream message displayed at the Front End:



Wallet Payment.

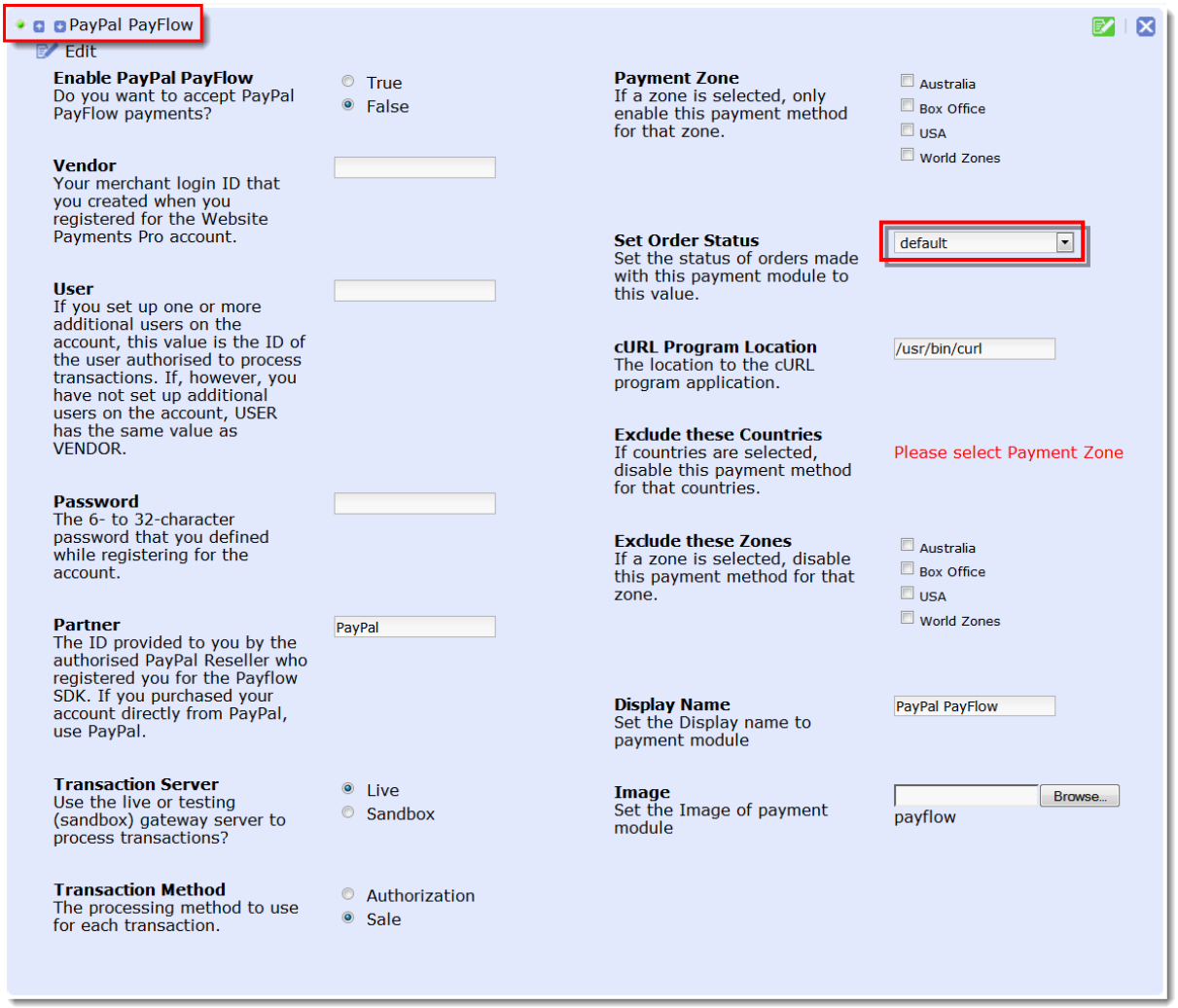
Wallet Payment (WP) is a wonderful seldom used payment option. *Registered* users are able to top up their digital wallet account and use the balance later for purchasing tickets. One advantage is that the Administrator is able to top user-accounts with money for whatever reason.



PayPal PayFlow

PayPal PayFlow Payment Module (PPF) is a robust more professionally integrated option for PayFlow Account holders with Standard (free), Advanced (paid) and Pro (paid) options. Users will need their Vendor merchant login ID. PayPal Flow is essentially “only” a merchant account. The transactions conducted via PayFlow Pro (for US Merchants) do not appear in your PayPal account. Instead, they are forwarded directly to your merchant bank account. Basically, PayFlow Pro is just like any other traditional payment gateway (like to Authorize.net etc). In North America you can connect the PayFlow Pro service to your own merchant bank account. In the UK, the Payflow Pro service is actually bundled as a hybrid service with Website Payments Pro, connecting all the transactions to your UK PayPal account, and all monies are deposited to your PayPal account, instead of directly to your bank account. For more info: PayPal PayFlow.

NOTE: If you are new to the e-commerce landscape, then you are probably better off working with Paypal/Paypal Credit Cards (IPN) for processing, simply because it’s an all-in-one solution that is inexpensive. However, for merchants who are established, process numerous orders daily and need more advanced reporting, then PayFlow Pro is the better solution.


PayPal PayFlow
Edit
Enable PayPal PayFlow
Do you want to accept PayPal PayFlow payments?
True
False
Vendor
Your merchant login ID that you created when you registered for the Website Payments Pro account.
User
If you set up one or more additional users on the account, this value is the ID of the user authorised to process transactions. If, however, you have not set up additional users on the account, USER has the same value as VENDOR.
Password
The 6- to 32-character password that you defined while registering for the account.
Partner
The ID provided to you by the authorised PayPal Reseller who registered you for the Payflow SDK. If you purchased your account directly from PayPal, use PayPal.
PayPal
Transaction Server
Use the live or testing (sandbox) gateway server to process transactions?
Live
Sandbox
Transaction Method
The processing method to use for each transaction.
Authorization
Sale
Payment Zone
If a zone is selected, only enable this payment method for that zone.
Australia
Box Office
USA
World Zones
Set Order Status
Set the status of orders made with this payment module to this value.
default
cURL Program Location
The location to the cURL program application.
/usr/bin/curl
Exclude these Countries
If countries are selected, disable this payment method for that countries.
Please select Payment Zone
Exclude these Zones
If a zone is selected, disable this payment method for that zone.
Australia
Box Office
USA
World Zones
Display Name
Set the Display name to payment module
PayPal PayFlow
Image
Set the Image of payment module
Browse...
payflow

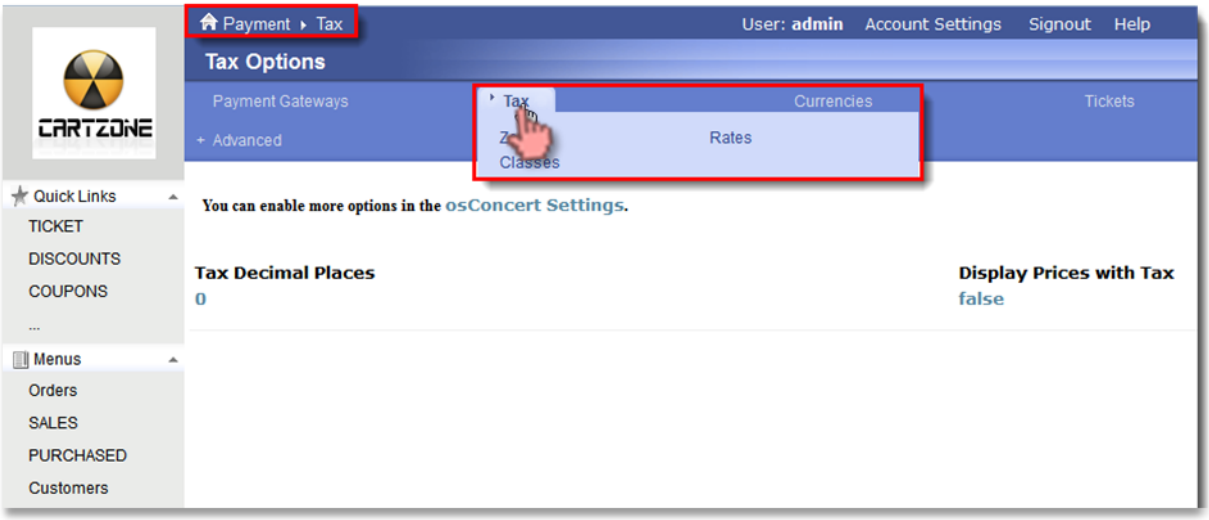
Tax Module – introduction

OsConcert comes standard with a Tax module that is integrated in the Payment Modules. After a complete setup, the Tax module calculates an unlimited amount of Taxes, General Service Charges or Fees at the moment of sale. The Tax or Service Charges are Zone (=Country) specific and the rate(s) can be fully customized.

Tax – Setting up

Taxes and Service Charges are set up in 3 steps in:

Admin>Payment>Tax



Step-1 Set up in osConcert the Tax or Service Charge *specifics,* e.g. Tax-Class (this includes Tax name and Tax description) and a Tax Rate (this includes Tax rate in % and assigns a Zone (country).

Step-2 Edit the database to get the Tax (or Service Charge) an ID to each product through the database to eventually have a Tax(es) displayed in the order confirmation page.

NOTE; at this moment there is no setting for this and you may want to ask help of a webmaster to assist you with this as linking the Tax to products (or zones) is usually managed at your phpMyAdmin. Also see ***Error! Reference source not found.***

Step-3 Set up osConcert to display the Tax (or Service charge) in the Order Totals-Module (*Admin>Payment Modules>Advanced>Order Totals*).

IMPORTANT!: Whenever a new 'Order Totals' related module such as a Tax or Service Charge is installed, it is best to "uninstall" ALL the 'Order Totals-modules' and then re-enable each module one by one. To do so, DELETE the Sub-Total and the Totals THEN install Tax, Service Charge, Sub Total and Total.

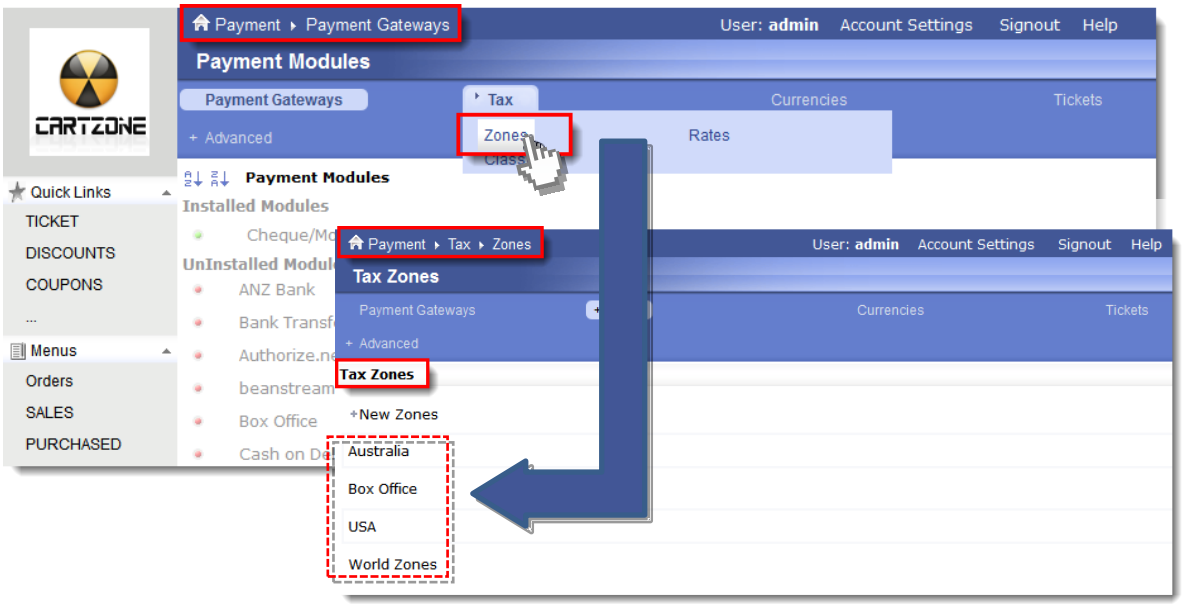
Tax-GEO zones introduction

Taxes and Service Charges are Zone (=country) specific. At this moment osConcert has 4 build-in GEO ZONES; USA, Australia, Box Office and World Zones.

NOTE: "World Zones" incorporates ALL the countries of the world outside of the USA and Australia and Box Office. This means the Tax or Service Charge you set to be charged for World Zone will be charged for ALL customers in the selected zone(s) (=country, including orders generated by the nominated Box Office).

Normally, the 4 default installed GEO-zones are sufficient to get started with osConcert and do not require any additional set-up (please proceed to **Error! Reference source not found.**).

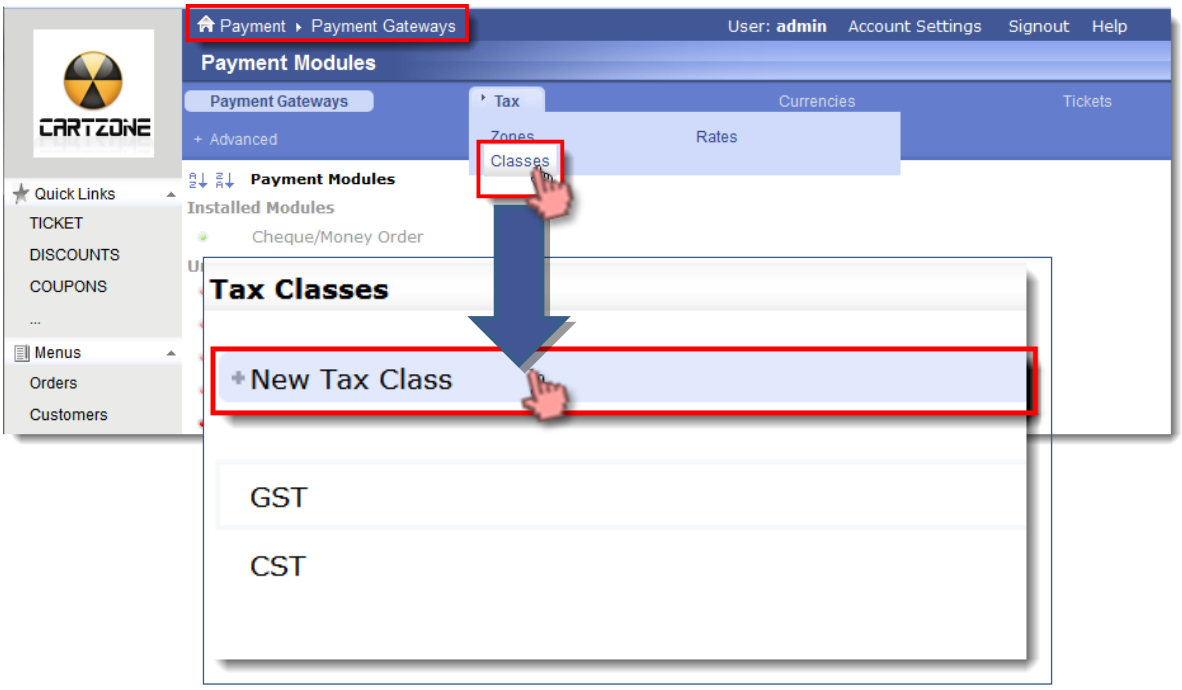
However, for a more focused exposure in your own country e.g. UK .it is possible to create a new GEO Zone as UK (United Kingdom) especially for the purposes of setting a new Tax or Service Charge like VAT that will be unique to that zone and not seen to any other (World Zone) customers. You may want to ask the help of a webmaster to assist you with this. *For more information, please see* Setting up a Tax for a specific Country.



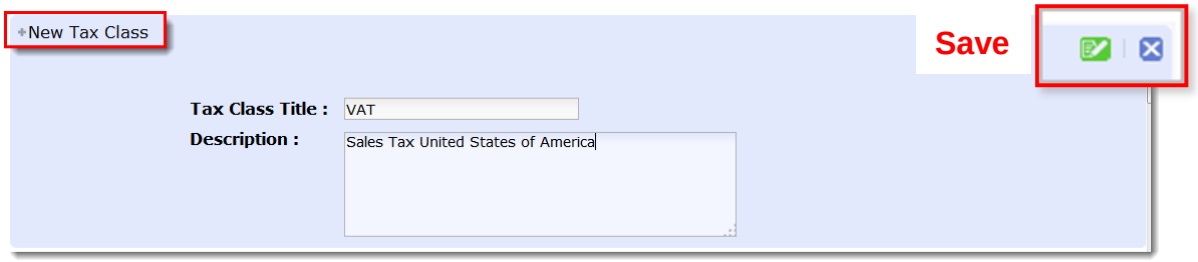
Tax Classes – Adding a new Tax Class

In most countries a Sales Tax is applied to the sale of a product or a service. These Tax "Classes" are called "Sales and Use" Tax in the United States, "Value Added Tax" (VAT) in the European Community and "Goods & Service Tax" (GST) in several other Countries.

To create a new Tax Class, click *Admin>Payment>Tax>Classes*

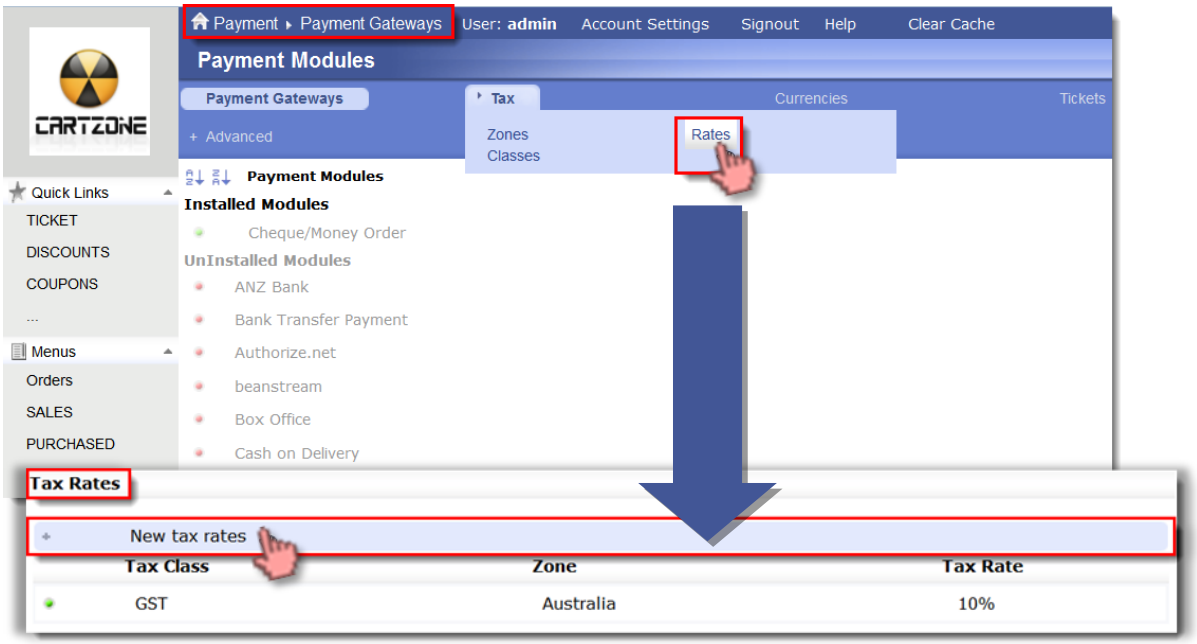


Click the NEW TAX CLASS tab. Edit the Tax Class *Title field* with the TAX abbreviation and add a short *Description*. Click SAVE to save your settings.



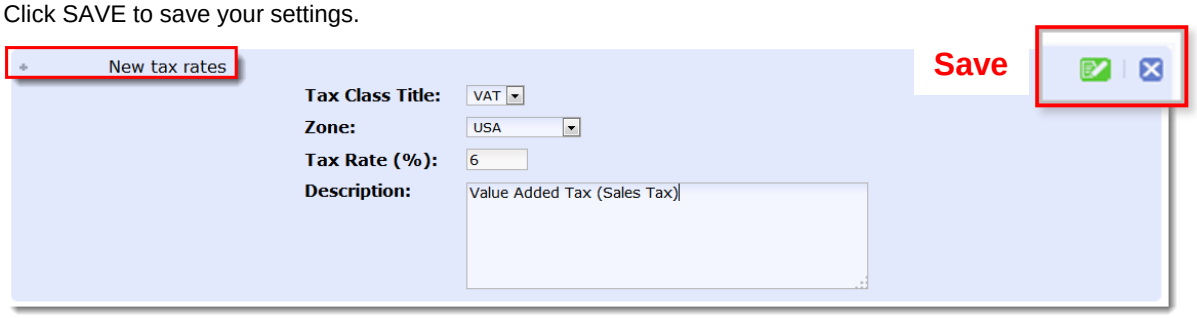
Tax – Adding a new Tax Rate

A Tax is calculated in % of the total ticket price(total). Set this % Tax rate in *Admin>Payment>Tax>Tax Rates*



Click the NEW TAX RATE. Click to open New Tax Rates tab. Make a selection from the pull down to set the Tax Title. Select a GEO Zone and set a Tax Rate (%).

Click SAVE to save your settings.



To enable click the GREEN/RED status bullet. To change the listing sequence, click the arrow up/down. To edit or to delete a Tax Rate, click the Tax Rate tab and click the Edit or Delete icon.

IMPORTANT! Adding a new Tax Class will create a Tax Class ID in the database. The ID can be found in the 'tax_class' table as the "Value Added Tax" eg. The class that was just set up.

At this moment there is no setting for this and to proceed you may want to ask help of a webmaster to assist you with this as linking A Tax, Service or Booking Fee to products and to the correct GEO zone is usually managed at your phpMyAdmin. *See* Setting up Service Charge or Booking Fee.

Setting up a Service or Booking fee

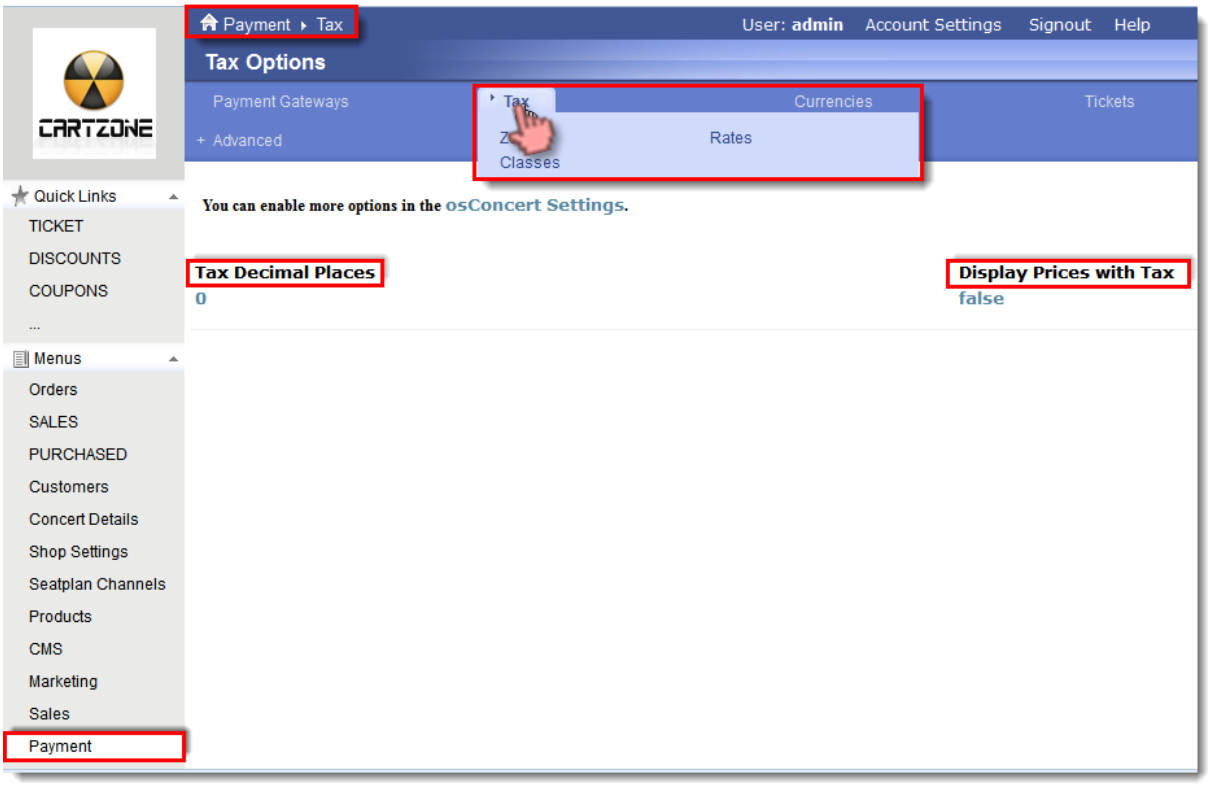
osConcert also allows setting up a specific Booking Fee (in % of order total) that is based on charging a Tax. The Booking fee will be charged to your customers additionally to the order total amount.

IMPORTANT! Adding a new Tax Class that be used to create a Booking Fee will create a Tax Class ID in the database. The ID can be found in the 'tax_class' table that will be created after you created the new Booking Fee Class.

At this moment there is no setting for this and you may want to ask help of a webmaster to assist you with this as linking A Tax, Service or Booking Fee to products and to the correct GEO zone is usually managed at your phpMyAdmin. *See* Setting up Service Charge or Booking Fee.

Tax – Amount/Display Settings

On the *Admin>Payment>Tax* main-page the following Tax Amount/Display Settings can be set up;



Tax Decimal Places

To “pad” the Tax value with a decimal value, click Admin>Payment>Tax>Tax Decimal Places. Default=0

Display Prices with Tax

The order price can be displayed included in the ticket price or state the Tax separately at the confirmation page.

Admin>Payment>Tax>Display Prices with Tax.

TRUE= display ticket price with the Tax included.
FALSE= tax will be stated separately at the end. Default= FALSE.

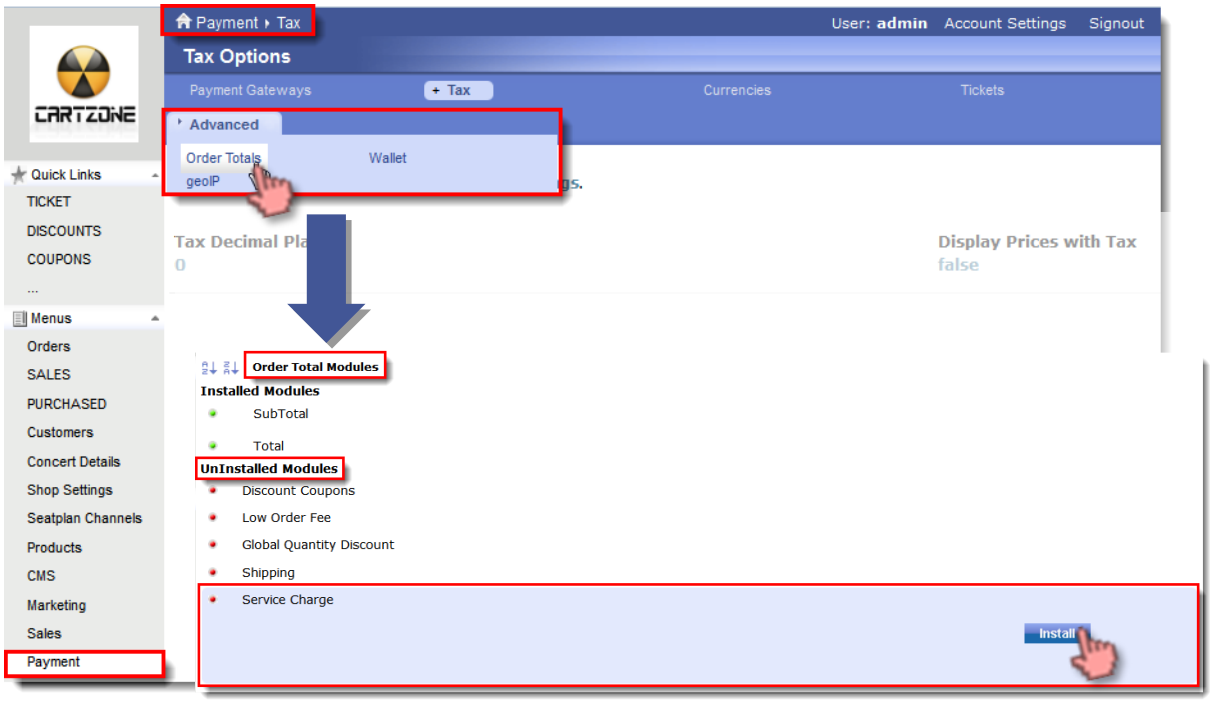
Order-Totals Module

By default osConcert is set up to show 'Order Totals' without displaying any Tax, Service Charge or Booking-Fee at the confirmation page at the front-end.

IMPORTANT! To display a (new) Tax, Service Charge or Booking Fee, ENSURE that (all) products have gotten a tax-ID in the product and tax database as explained in Tax-GEO zones.

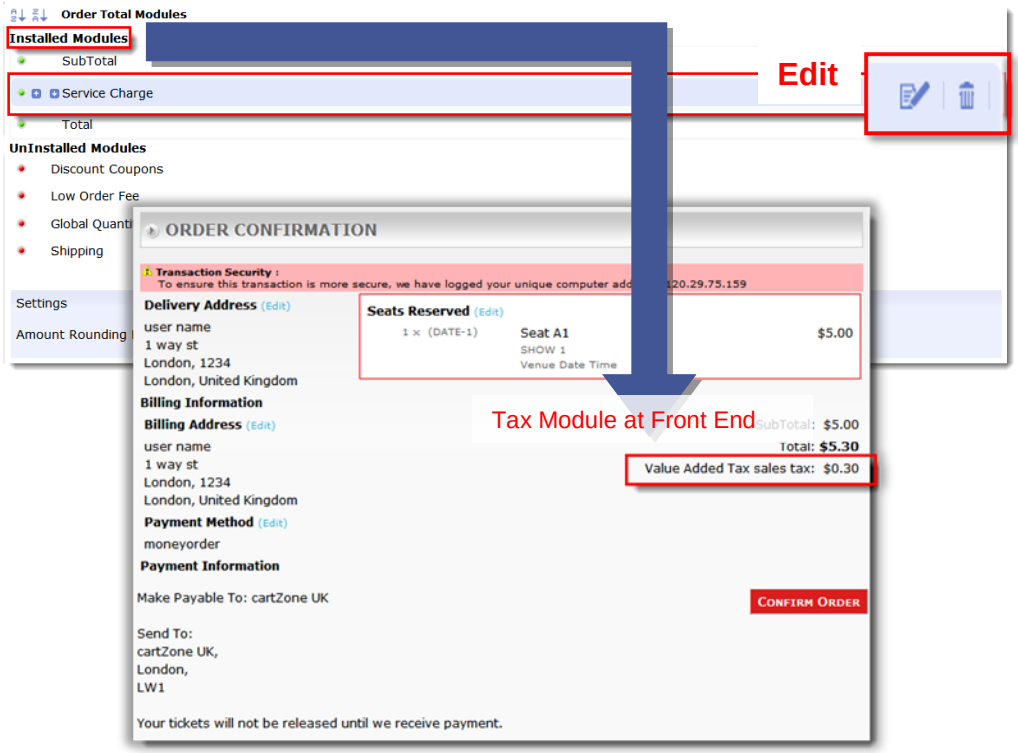
In order to display the (new) Tax (or Service charge) at the confirmation page at the front-end, the (new) Tax (or Service Charge) needs to be Installed and Enabled in the 'Order Totals-Module'.

Admin>Payment Modules>Advanced>Order Totals



The new Tax or Service Charge will be listed in the UNINSTALLED Modules. Double Click on the Tax or Service Charge module and click the INSTALL button.

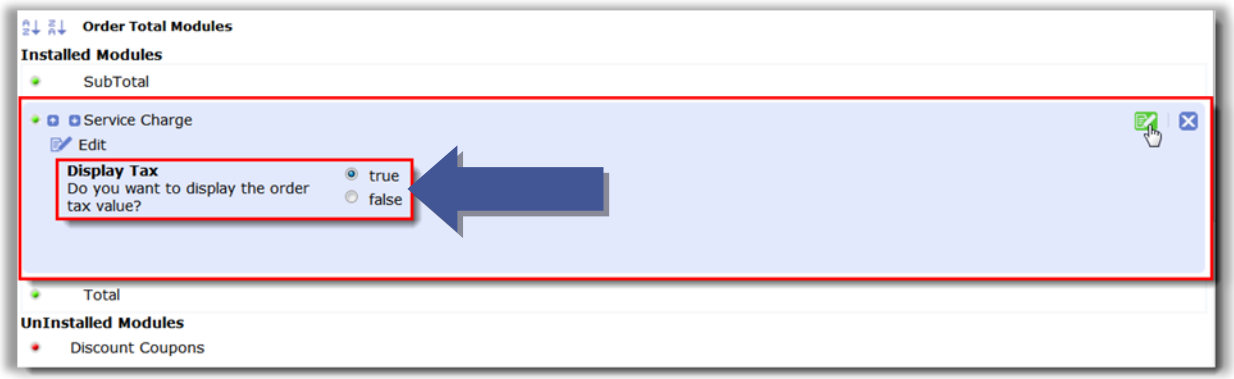
After installation, the new module will now list in the INSTALLED Modules and display at the front-end.



Deleting a Tax or Service Charge

Although it is possible to delete (uninstall) a Tax or Service Charge Module by clicking the trash icon, we recommend just to HIDE a Tax or Service Charge module at front end and preserve the settings.

To do so, double click to expand the installed Module tab, click EDIT and change the TRUE status to *FALSE*.



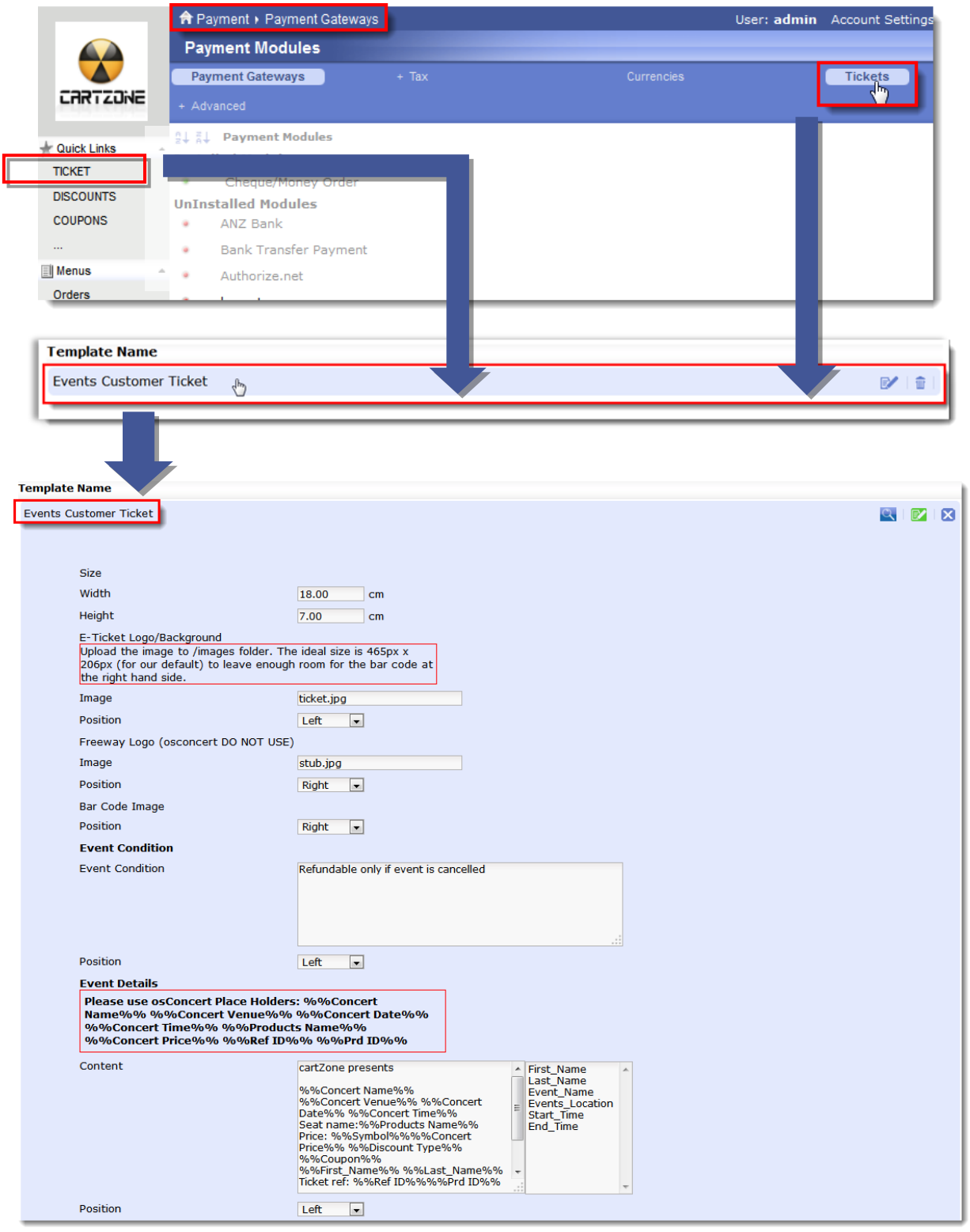
Tickets

osConcert comes standard with a printable PDF ticket, the “Events Customer Ticket”. If you don’t want the option for customers to view and print PDF E-Tickets. Disable the option in:

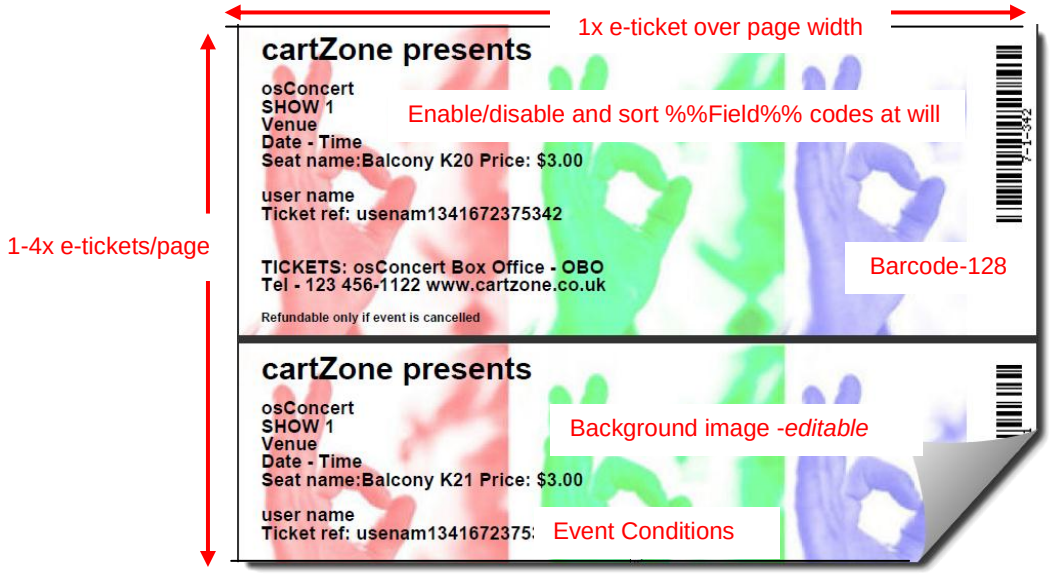
Admin>Shop Settings>Advanced>osConcert Settings>Disable E-Tickets

NOTE that **editing** the Event Customer Ticket template **is limited**.

Admin>Payment >Payment Gateways>Tickets ***or*** via *Ticket* in the Quick Links Menu (left side).



Standard osConcert e-ticket, with standard placeholders (=words/text that osConcert is using and referring to).



IMPORTANT!

Ticket Background Image

Use only the ticket.jpg field for your background image. Upload the image to /images folder.
The ideal size is 465px x 206px to leave enough room for the bar code at the right hand side.
Test E-tickets in *Admin>Orders>Edit>Ticket*

Ticket Fonts

Top Line is the Bigger Arial Font. Bottom Line is the smallest font (=Event Condition). Anything in between is mid-sized Arial font. That is all we have control of unless you take time to edit the hard coded files in the application.

Ticket Placeholders

For the placeholders *we ignore the original Freeway placeholders in the content pane at the right* and use the following to represent your concert details.

%%Concert Name%% = Concert Heading Titles
%%Concert Venue%% = Venue
%%Concert Date%% = Date
%%Concert Time%% = Time

%%Discount Type%% = Type of discount added
%%Coupon%% = If Coupon Discount used or not
%%Concert Price%% = Price of ticket as number (may need hard coded currency symbol added)

%%First_Name%% %%Last_Name%%

%%Products Name%% = Seat Name and Number
%%Ref ID%% = reference ID
%%Prd ID%% = product ID

%%Ticket ID%%

%%Billing Name%%

Ticket Printing
Customers should be informed that they need to set their (Adobe reader) printing options to allow 'page handling' which will enable multiple tickets per page to be printed at once;

Adobe reader; *File/Print/Page Handling pull down, select "Multiple pages per sheet.*

Ticket – Clear from your server
The PDF tickets generated by osConcert consist of 2 sections;

#1. the PDF *Event Ticket* (PDF section)
#2. the *Ticket Bar PNG* (Barcode section)

From time to time you will need to clear out the **PDF Event Tickets** and **Ticket Bar PNG** as they are generated in the */images* folder and will use unnecessary web-space over time.

Eg: ticket_bar_3-1-368.png
eg: events_tickets__1242527996.pdf

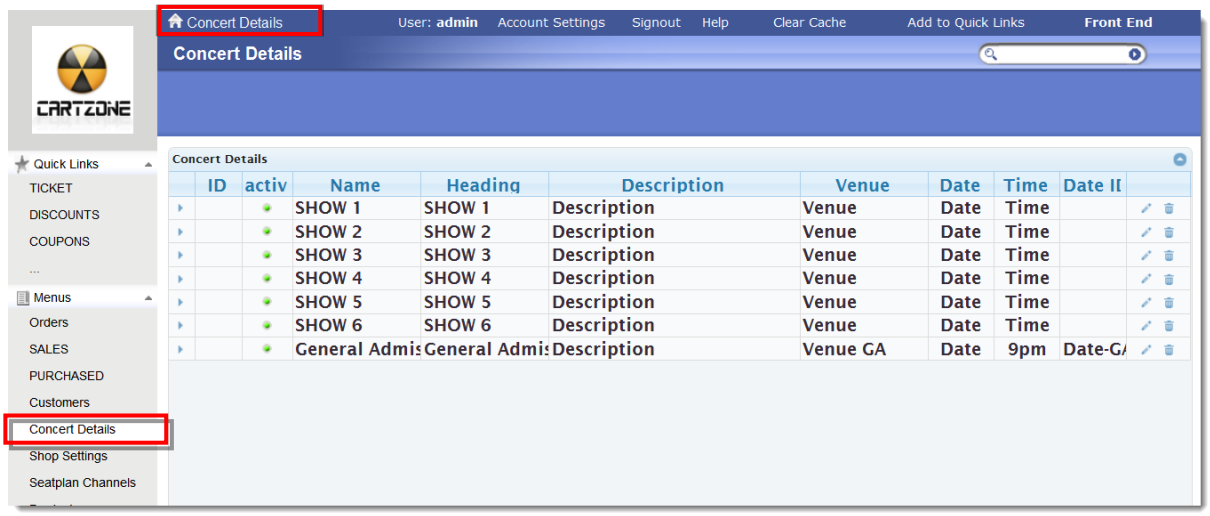
Use server date to help you delete unwanted files.

7. Concert Details

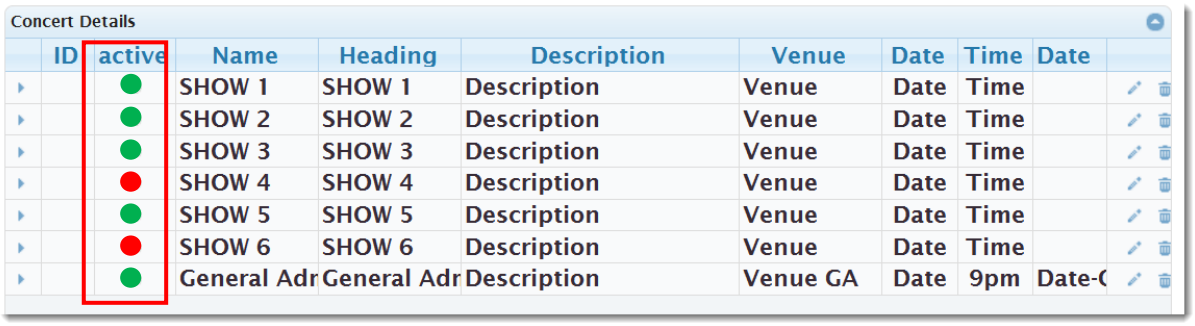
In osConcert *THE* dedicated place to set up, edit and reset *loaded* shows (visual seat plans) is in “Concert Details”.

In “Concert Details” each available loaded show will be listed and new shows can be set up or re-priced *–even in hurry!*

Admin>Concert Details

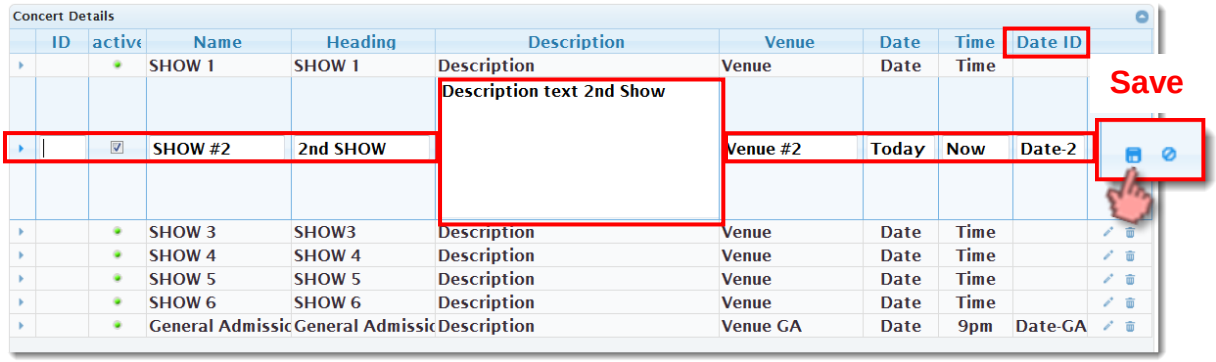


At the preview pane of the console it is possible to change the SHOWS display STATUS (green/red) by clicking the GREEN bullet in the “active” column

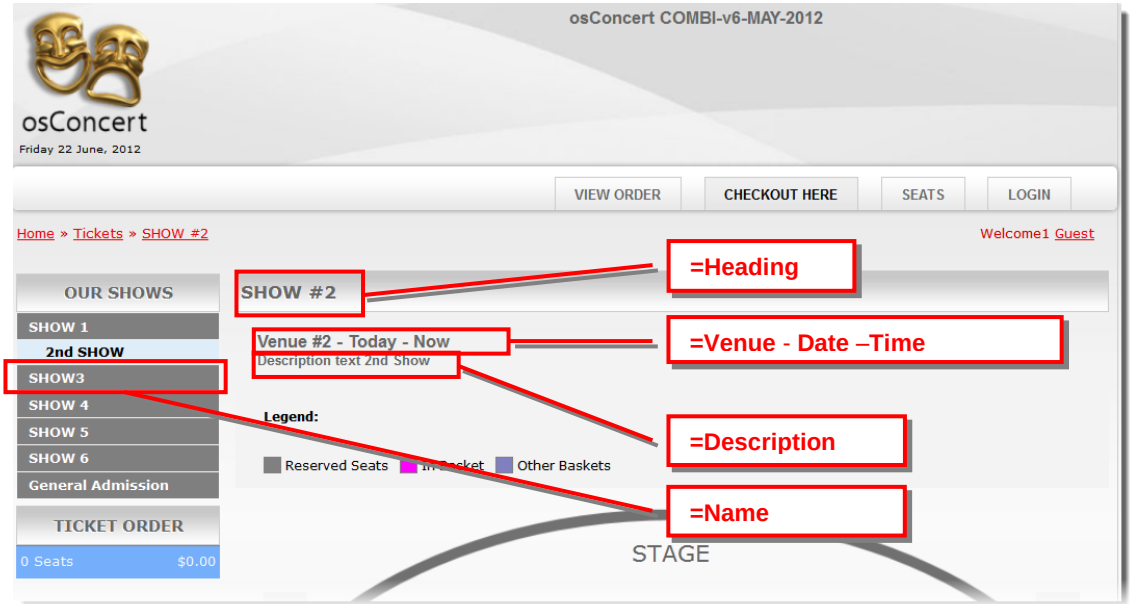

Concert Details
ID active Name Heading Description Venue Date Time Date
SHOW 1 SHOW 1 Description Venue Date Time
SHOW 2 SHOW 2 Description Venue Date Time
SHOW 3 SHOW 3 Description Venue Date Time
SHOW 4 SHOW 4 Description Venue Date Time
SHOW 5 SHOW 5 Description Venue Date Time
SHOW 6 SHOW 6 Description Venue Date Time
General Adr General Adr Description Venue GA Date 9pm Date-

Edit a SHOW

In Admin>Concert Details simply highlight and double click on of the text fields to expand and open the entire row for editing.



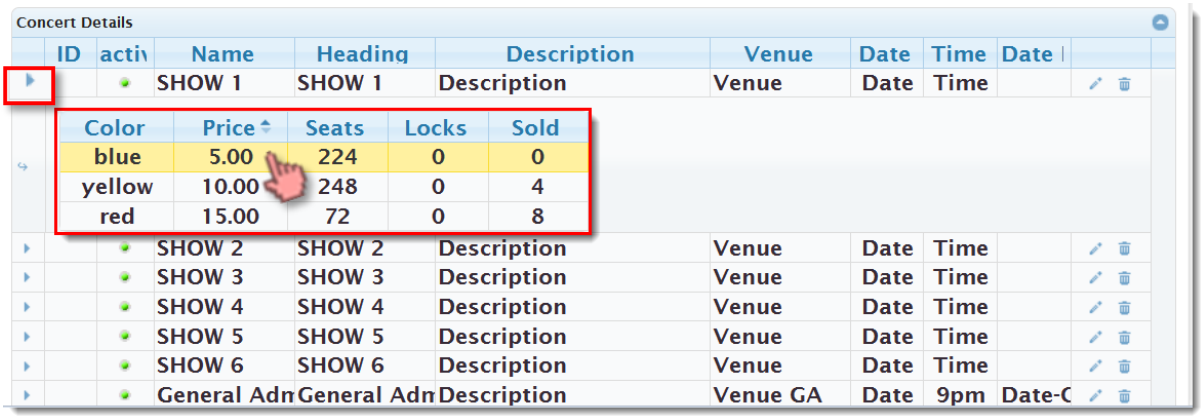
ID	Type here an **ID** (eg. A note) as a quick identifier at the back end. Can be text field, HTML or left mpty.
Active	Tick-box to set Show **ACTIVE**. Green status bullet=Show is Live! Red status bullet=Show is hidden from the front end but visible in the Menu
Name	Type a **NAME** of the Show at the back-end (console). Text field, no limit. Can **NOT** be left empty.
Heading	Type a **HEADING** text to be shown at the front-end. Text field, no limit. Can **NOT** be left empty. NOTE: that HEADING will be used on page category headings and will also be used on final e-ticket.
Description	Type a short **DESCRIPTION** here. Text field or HTML. Can be left empty but Venue, Date, Time and Description can also provide more detail whenever a visitor views a seat plan. See below example of front-end.
Venue	Type **VENUE** details here. Can be left empty but Venue, Date, Time and Description can also provide more detail whenever a visitor views a seat plan. See below example of front-end.
Time	Type the **TIME** of the show. Text field, no limit. Can be left empty but Venue, Date, Time and Description can also provide more detail whenever a visitor views a seat plan. See below example of front-end.
Date ID	**IMPORTANT! The DATE ID is VERY IMPORTANT and should be edited for each new event and must be unique! Eg. If you have a show for a certain date then make the DATE ID a short text to identify that show from the rest, Eg. FRI-NOV-21st.-NO SPACES please.**



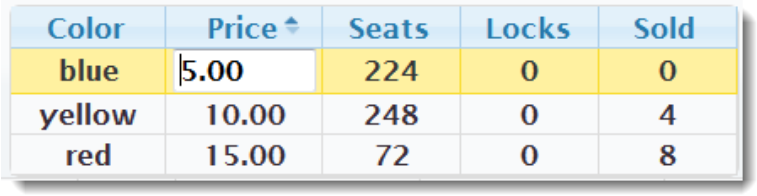
Edit Prices of a complete show/category

IMPORTANT! Ensure the unique DATE-ID is set-up FIRST! If no DATE-ID is set up first, it will not be possible to edit prices of a complete show/category.

To edit or to set up prices for a Show or Category, click on the **small blue arrow** on the left to open up and edit the prices section. Ensure the DATE-ID is set up first!



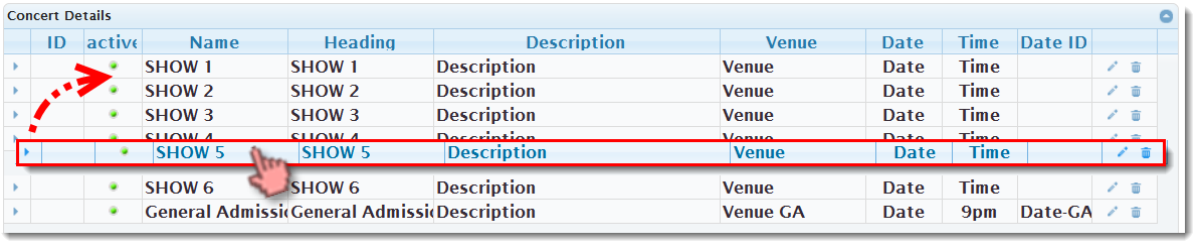
You will see your price banding listed with some information about total seats for the color-band and how many seats are sold. *Double click* to open a *price text field*. **IMPORTANT! Press *ENTER* on your keyboard to SAVE the new values.**



To close the editing mode, click again on the ***small blue arrow*** on the left.

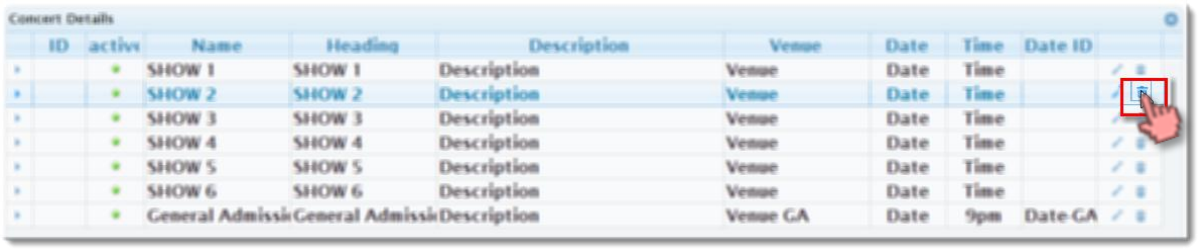
How to arrange SHOWs in a sort order for the Front End menu.

Simply drag and drop a row to arrange a sort order for the Front End main menu.

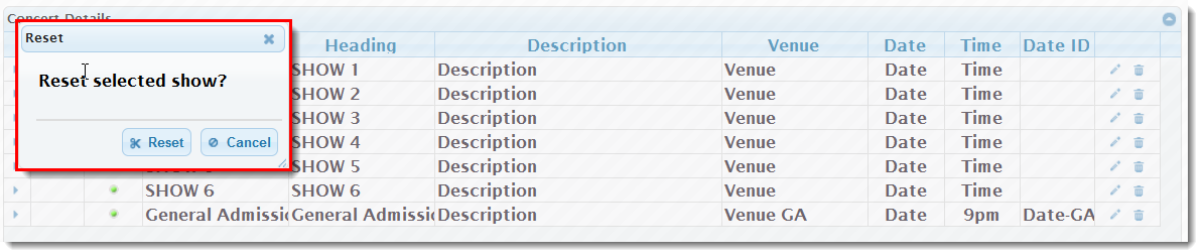


How to reset after the show has ended

After a test or at the end of a listed show, a show can be RESET. To reset a show, click the *dustbin icon* at the very last column of the show.



After clicking the “reset” button, all reserved (sold) seats will be set to available again.



DEVELOPERS:

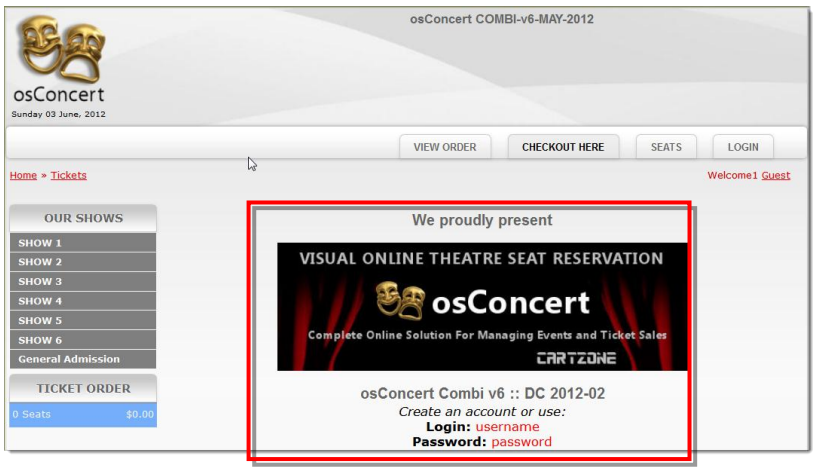
Use this SQL query in phpMyAdmin to quickly clear all test orders and make the orders tables ready.
TRUNCATE TABLE orders;

- TRUNCATE TABLE orders_products;
- TRUNCATE TABLE orders_status_history;
- TRUNCATE TABLE orders_total;
- TRUNCATE TABLE orders_products_attributes;
- TRUNCATE TABLE payment_response;

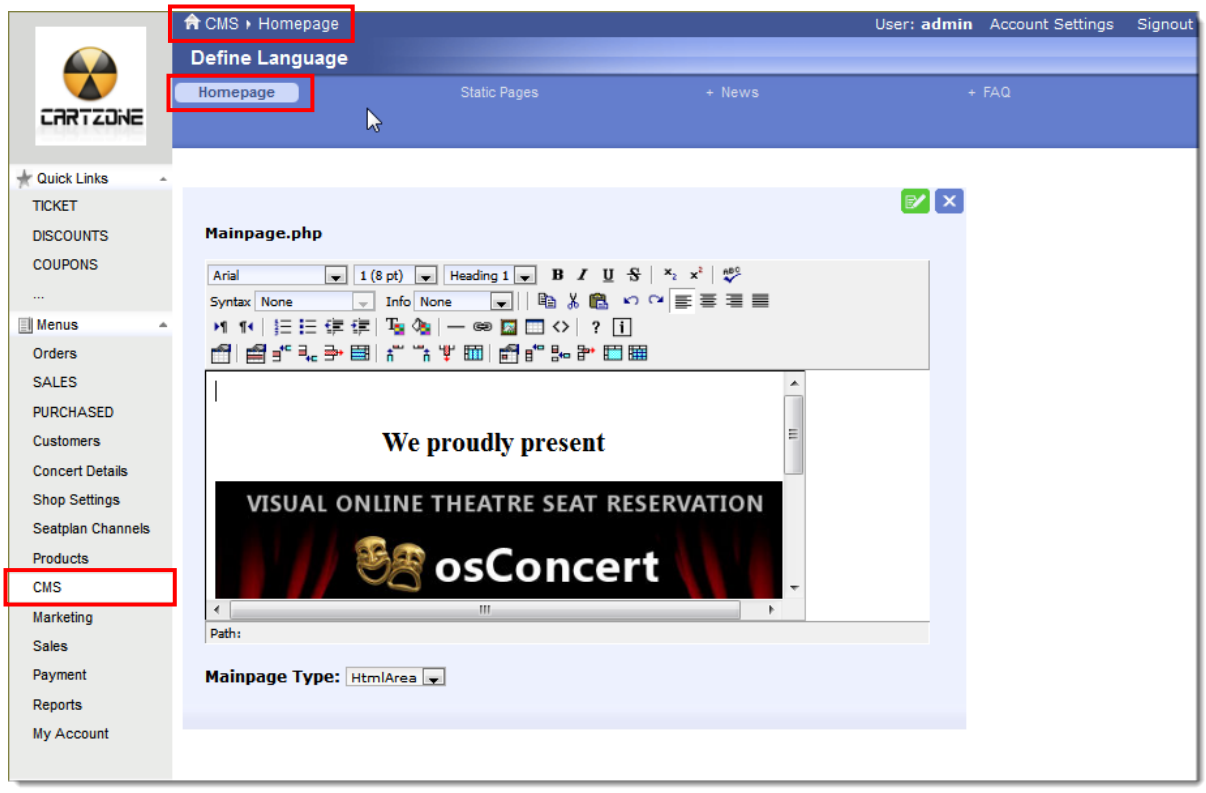
8. Home Page Edit (CMS)

By default, on the HOME page (Front End) of osConcert, a “Cartzone Proudly Presents” welcome image (mainpage.php) is displayed. You may want to change the text and the image with your own in

Admin>CMS>Homepage



On the Admin>CMS>Homepage, click the EDIT button. Then edit the text in the WYSIWYG editor.



DEVELOPERS:

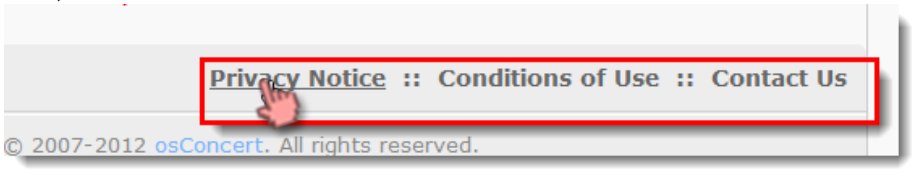
The Homepage can be edited directly; templates/cartzone/content/english/mainpage.php

Image for Home page;

Create a jpg file of 500px W (x no limit, the Cartzone image is156pt H) named banner.jpg. Then overwrite the above Cartzone “banner.jpg” image with your own image in www.*cartzone.co.uk*/banner.jpg where “*cartzone.co.uk*” is the name of your own ticketing configuration on your server.

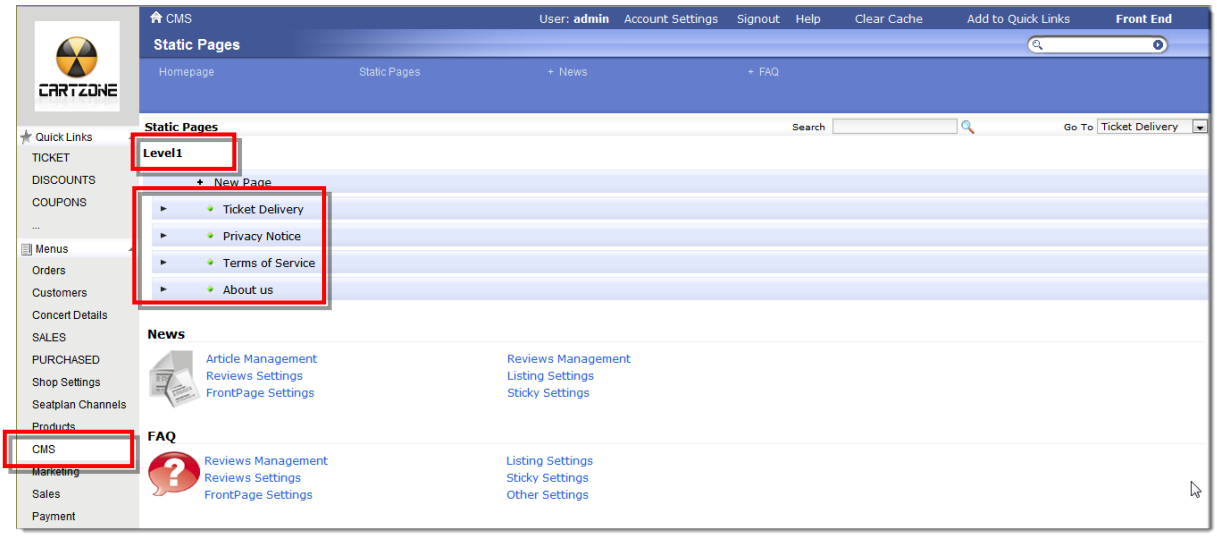
9. Static Pages (CMS)

Static pages are pages that are delivered to a user exactly as they are stored. Static pages in osConcert are the “Ticket Delivery”, “Privacy Notice”, “Conditions of Use” and ”About us”.



In osConcert the Static Pages are stored in the CMS (Content Management System).

Either switch OFF or EDIT the default complimentary’ Cartzone text’ and replace all ‘osConcert’ references with your own shop-name or write your own in *Admin>CMS>Static Pages*

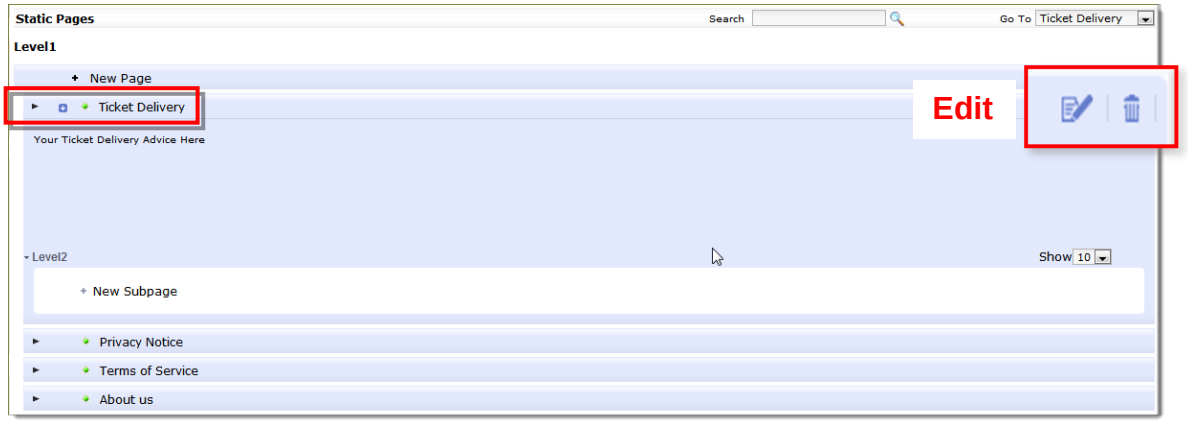


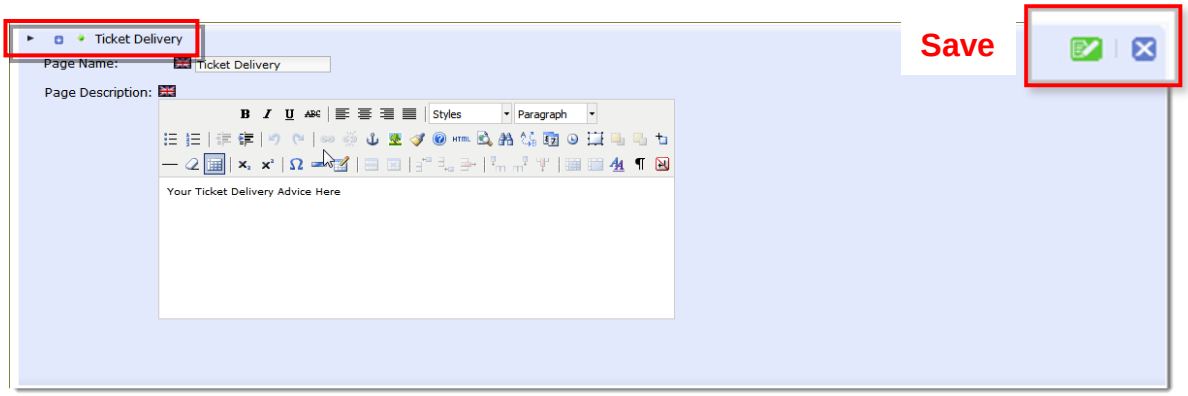
On the preview pane of the Ticket Delivery Static Page it is possible to change the display STATUS (green/red) by clicking the GREEN bullet.

The listing of the Static Pages is set by default by osConcert but the listing sequence of the Static Pages on the Front End can be changed by clicking the small blue UP or DOWN buttons next to the green status bullet.

Ticket Delivery

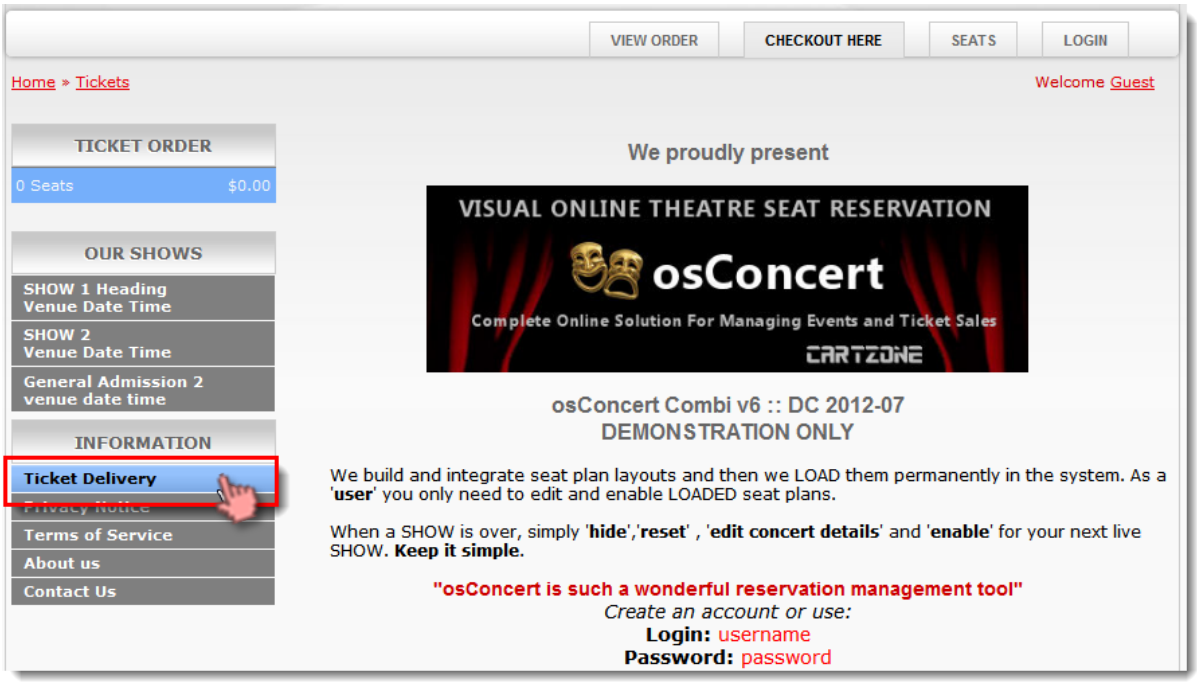
On the Ticket Delivery you write, for example “Refund” information or the “Right to cancel a show without prior notice”. Click on the Ticket Delivery to expand. On the expanded tab, click EDIT





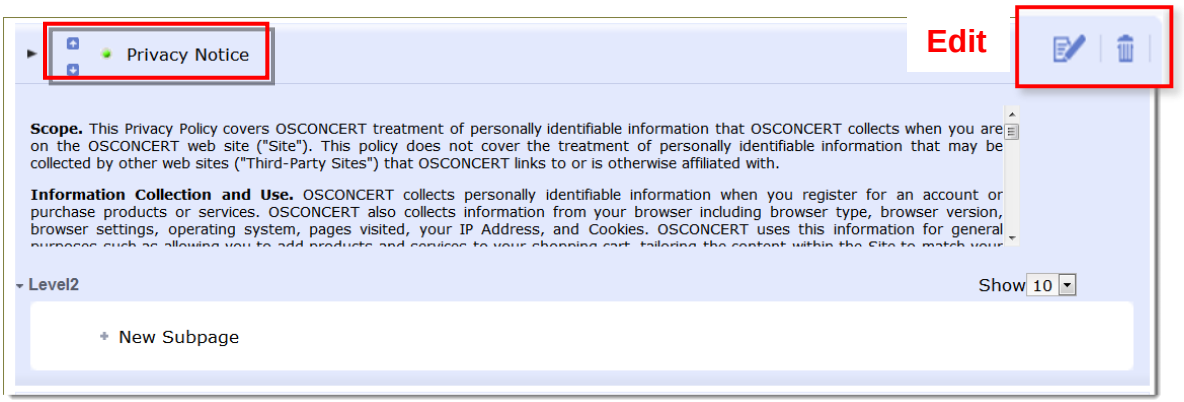
Use the WYSIWYG editor to edit PAGE NAME and type Your Ticket Delivery Article here. Click SAVE to save your Static Page text.

At the Front-End , the Ticket Delivery Static Page button will show on the left side Menu, under the Show-listings;


VIEW ORDER
CHECKOUT HERE
SEATS
LOGIN
Home » Tickets
Welcome Guest
TICKET ORDER
0 Seats $0.00
OUR SHOWS
SHOW 1 Heading
Venue Date Time
SHOW 2
Venue Date Time
General Admission 2
venue date time
INFORMATION
Ticket Delivery
Terms of Service
About us
Contact Us
We proudly present
VISUAL ONLINE THEATRE SEAT RESERVATION
osConcert
Complete Online Solution For Managing Events and Ticket Sales
CARTZONE
osConcert Combi v6 :: DC 2012-07
DEMONSTRATION ONLY
We build and integrate seat plan layouts and then we LOAD them permanently in the system. As a 'user' you only need to edit and enable LOADED seat plans.
When a SHOW is over, simply 'hide','reset' , 'edit concert details' and 'enable' for your next live SHOW. Keep it simple.
"osConcert is such a wonderful reservation management tool"
Create an account or use:
Login: username
Password: password

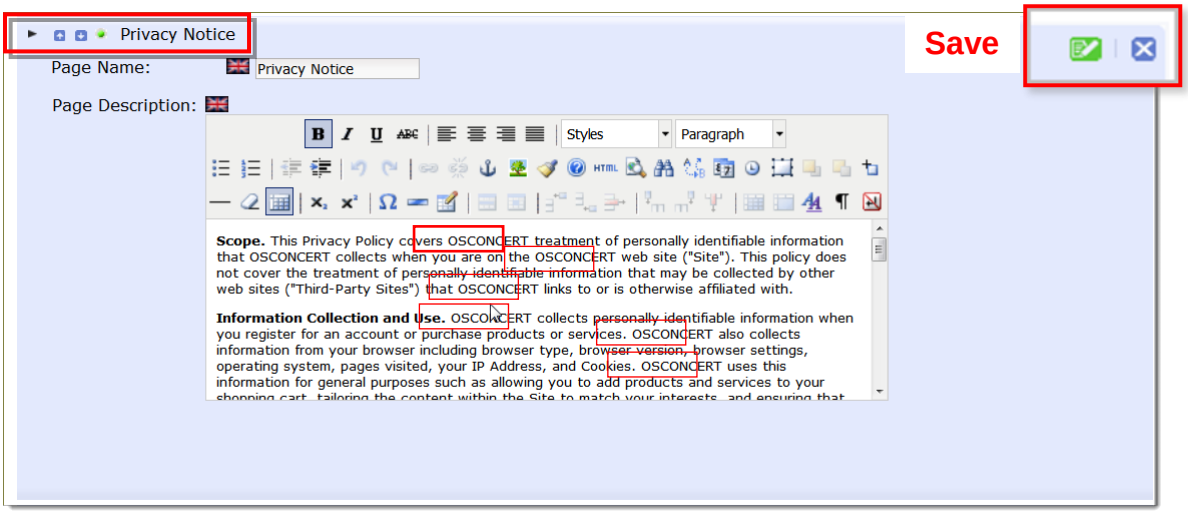
Privacy Notice

In the Privacy Notice there is information about the scope of the website, text about Information Collection and the use this information. *Admin>CMS>Privacy Notice*

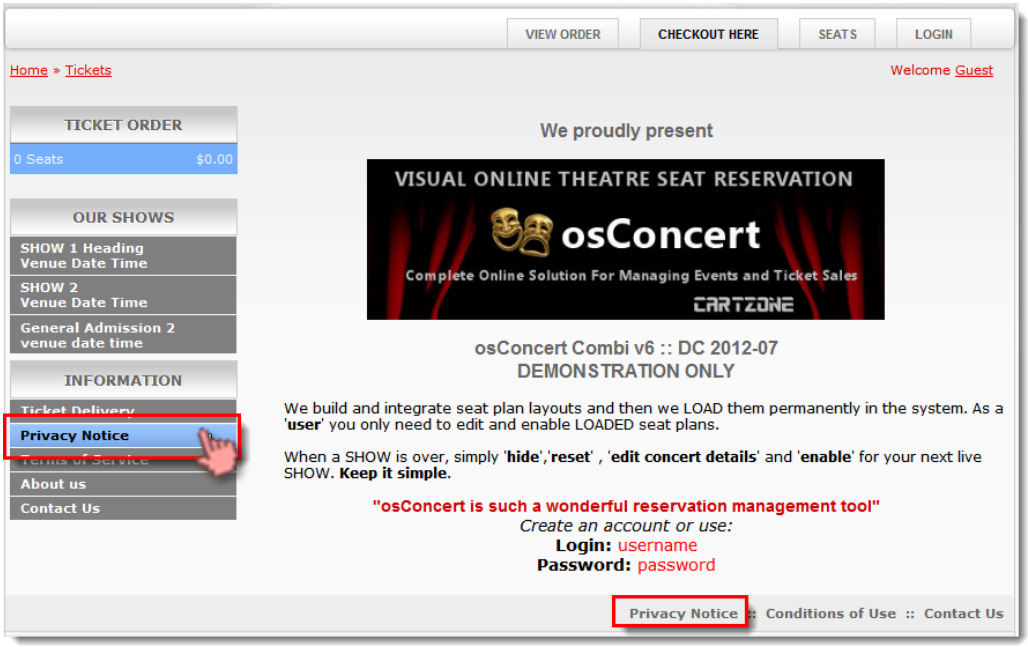

Privacy Notice
Edit
Scope. This Privacy Policy covers OSCONCERT treatment of personally identifiable information that OSCONCERT collects when you are on the OSCONCERT web site ("Site"). This policy does not cover the treatment of personally identifiable information that may be collected by other web sites ("Third-Party Sites") that OSCONCERT links to or is otherwise affiliated with.
Information Collection and Use. OSCONCERT collects personally identifiable information when you register for an account or purchase products or services. OSCONCERT also collects information from your browser including browser type, browser version, browser settings, operating system, pages visited, your IP Address, and Cookies. OSCONCERT uses this information for general
Level2
Show 10
New Subpage

Either switch OFF or EDIT the default complimentary 'Cartzone text' and replace ALL 'osConcert' references with your own shop-name or write your own!

Click EDIT to enter the WYSIWYG editor. If you require, an additional subpage can be added in the Level2.


Privacy Notice
Save
Page Name:
Privacy Notice
Page Description:
Styles
Paragraph
Scope. This Privacy Policy covers OSCONCERT treatment of personally identifiable information that OSCONCERT collects when you are on the OSCONCERT web site ("Site"). This policy does not cover the treatment of personally identifiable information that may be collected by other web sites ("Third-Party Sites") that OSCONCERT links to or is otherwise affiliated with.
Information Collection and Use. OSCONCERT collects personally identifiable information when you register for an account or purchase products or services. OSCONCERT also collects information from your browser including browser type, browser version, browser settings, operating system, pages visited, your IP Address, and Cookies. OSCONCERT uses this information for general purposes such as allowing you to add products and services to your

At the Front-End, the Privacy Notice (and other Static Pages such as Conditions of Use and About us) are normally listed in the right hand bottom corner.


VIEW ORDER
CHECKOUT HERE
SEATS
LOGIN
Home » Tickets
Welcome Guest
TICKET ORDER
0 Seats
$0.00
OUR SHOWS
SHOW 1 Heading
Venue Date Time
SHOW 2
Venue Date Time
General Admission 2
venue date time
INFORMATION
Privacy Notice
About us
Contact Us
We proudly present
VISUAL ONLINE THEATRE SEAT RESERVATION
osConcert
Complete Online Solution For Managing Events and Ticket Sales
CARTZONE
osConcert Combi v6 :: DC 2012-07
DEMONSTRATION ONLY
We build and integrate seat plan layouts and then we LOAD them permanently in the system. As a 'user' you only need to edit and enable LOADED seat plans.
When a SHOW is over, simply 'hide','reset' , 'edit concert details' and 'enable' for your next live SHOW. Keep it simple.
"osConcert is such a wonderful reservation management tool"
Create an account or use:
Login: username
Password: password
Privacy Notice :: Conditions of Use :: Contact Us

Terms of Service

Terms of service (abbreviated as ToS or TOS) are terms to by which one must agree to abide by or sets the “rules” governing the use of the web site.

Either switch OFF or EDIT the default complimentary ‘Cartzone text’ and replace ALL ‘osConcert’ references with your own shop-name or write your own!

To edit the text of the Terms of Service Static Pages, please follow above steps. *Admin>CMS>Static Pages*

About us

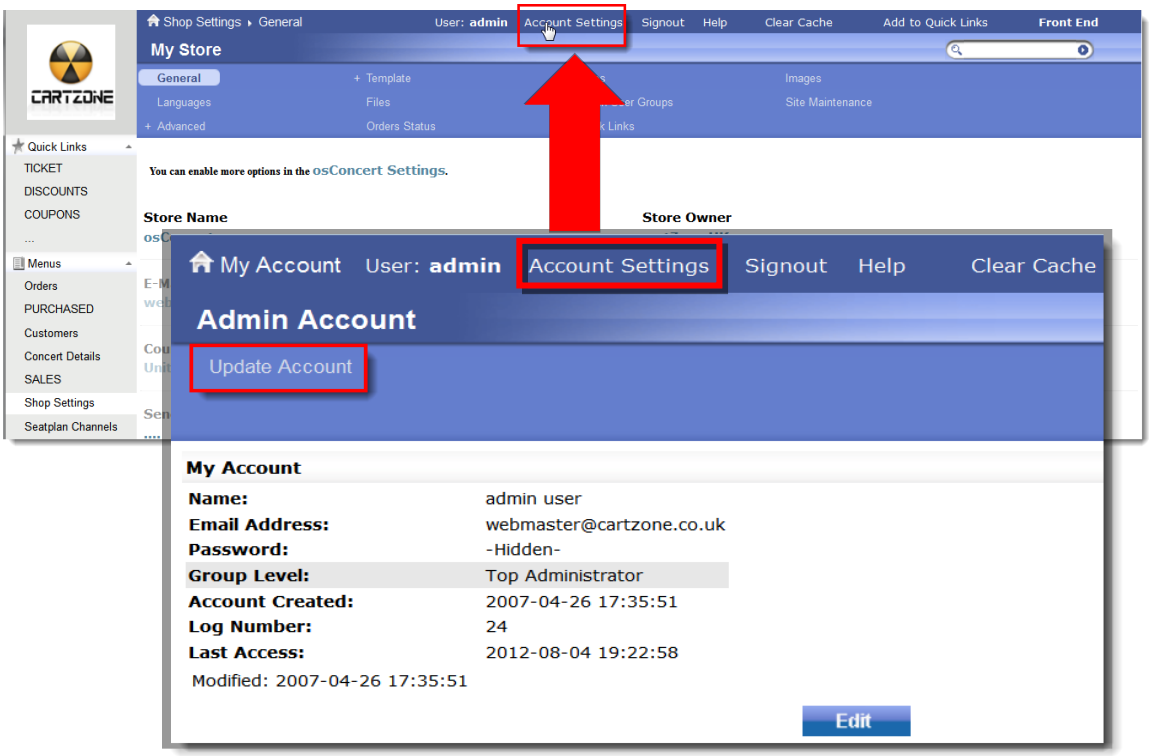
To edit the text of the About Us Static Pages, please follow above steps. *Admin>CMS>Static Pages*

10. Additional Notes:

To get the most out osConcert, please note the following additional notes;

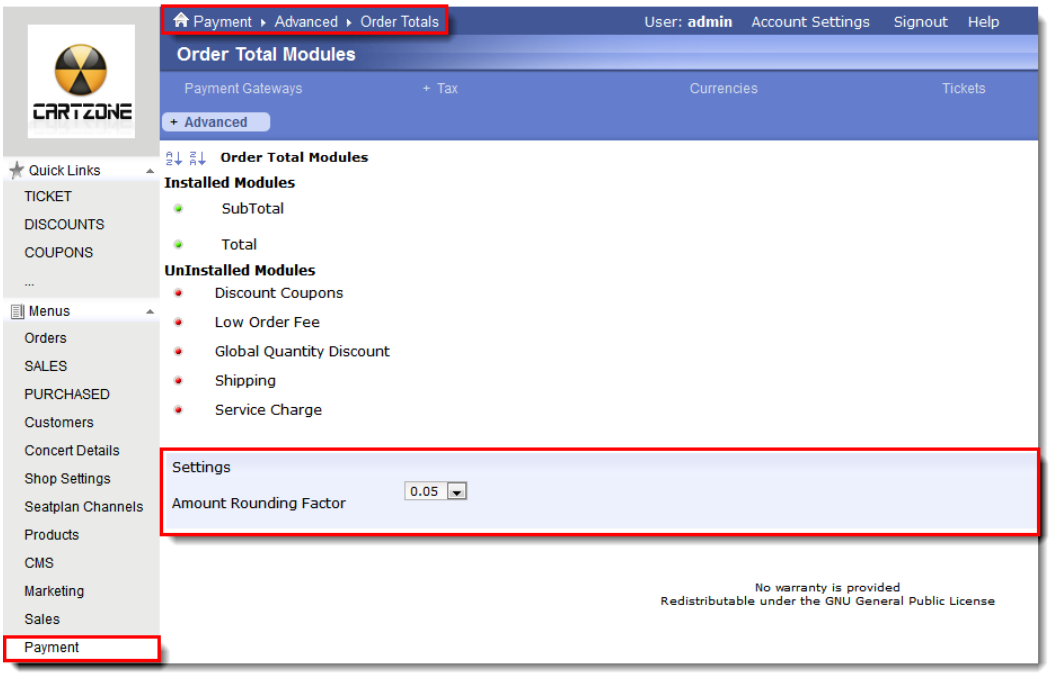
My Account (Admin)

Cartzone is encouraging all Administrators ***to strengthen the Admin password*** in *Admin>My Account.* The Admin Account is accessible from all menu's and sections in osConcert;



Amount Rounding Factor

To round of amounts used in the Order Total Module to a pre-defined factor, edit the settings in *Admin>Payments>Advanced>Order Totals*



11. More resources: *<under construction>*

Seat Plan Listings and Concert settings

1. I understand there is a color banding, how do I edit the prices?
2. How do I hide cells in my seat plan completely?

   Admin>Products>Alternative Edit categories>Hide Status
3. I want to close online reservations. How can I print out only the seat plan and take it to the concert?

   In Internet Explorer find Tools>Internet Options>Advanced>print background Colors
4. How do I delete an order and restock the seats?
5. How do I make a refund and restock the seats?
6. I need to make an order for one of my existing customers. How do I do that?
7. My reserved seating event also has tickets for general sale. How can I add that on the same page?
8. How can I sell car parking or meals etc with my main event?
9. How do I set the default country state in the Sign Up form?
10. How can I change the HOME url on the front end to my main website address?

    Edit includes/configure.php
    define ('HTTP_HOME_URL', 'http://yourdomainname/ ');
11. How to setup a General Admission (GA) as a category Show?
12. How to setup a Product in Show?
13. How to setup a Box Office (BO) checkout?
14. My tickets are free, how do I set up a free concert?
15. My concert does not require reserved seating. How can I create a General Admission event?
16. How do I edit visible text shown on the Front End?

    Most visible files in the browser have an associated Language File. e.g.
    includes/languages/english/checkout_payment.php
    Therefore user developers can easily change text by editing these files.
17. How do I edit the type or length of numeric customer account fields?
18. How can I let my customers purchase tickets without registering?

Sales and Orders

1. How do I monitor sales from specific users?
2. How can I download a list of tickets sold, with the buyer's names and seat names?

CMS and marketing

1. Which is the best way to send an email to all my customers?

Payments and delivery

1. How to Enable Shipping?
2. What are 'order Totals' and how do I configure them?
3. How do I Set-up a Service tax or a Booking Fee?
4. I want to deliver real tickets by post. How do I set up shipping costs?
5. How do I use PayPal IPN as a payment module in osConcert?

Discount set up

1. How do I set up a Discount Coupon/Gift Voucher to give to my customers?
2. What is the best way to issue Complimentary Tickets?
3. How do I set up a Global Quantity Discount?
4. How do I set up concession discounts for certain categories of tickets?

12. Contact Cartzone UK-*the creators of osConcert*

We are here to help! Our support is fast and free. Email us your questions or comments; osConcert Support

For additional help, check out our on-line video's www.cartzone.co.uk;